BlackBerry Curve 8980 Smartphone

Version: 5.0

User Guide

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Welcome to BlackBerry!

This is one of the many resources available to help you use your BlackBerry® device. You can look for answers in the Help application on the Home screen of your device, or by pressing the **Menu** key and clicking **Help** in most applications.

Feature availability

The following items affect the availability of features on your BlackBerry® device. The features discussed are meant as examples, and are not inclusive of every feature that might or might not be available on your device.

Device model

Features such as an internal GPS receiver, Wi-Fi® connection capability, and the camera and video camera are dependant on your device model. To find feature specifications for your device model, visit www.blackberry.com/go/devices.

Wireless service plan

A wireless service plan with phone or voice is required to use the phone application and to send and receive SMS text messages and MMS messages.

A wireless service plan with data is required to use the browser service and instant messaging applications, and to send and receive email messages and PIN messages.

For more information, contact your wireless service provider.

BlackBerry Internet Service and BlackBerry Enterprise Server

Once you have a data plan, you must set up your email address or third-party instant messaging account in order to send and receive email messages, use third-party instant messaging applications, and use certain browser configurations.

If you are an individual user, when you set up your email address or instant messaging account, you are associating it with the BlackBerry® Internet Service.

If you are a corporate user, your administrator sets up your email account by associating it with a BlackBerry® Enterprise Server. Your administrator might set options that determine the features and settings that are available on your device.

Wireless service provider

Features such as MMS messages, location-based services, and some phone features are dependant on your wireless service provider's offerings. For more information, contact your wireless service provider.

Wireless network

The wireless network that your device is connected to might affect the availability of some features. Depending on your wireless service provider and available roaming options, different wireless networks are available. Some wireless networks do not support features such as call blocking, call forwarding, or cell broadcasting. For more information, contact your wireless service provider.

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Find more information

- **Help on your device**: Find step-by-step instructions in the user guide for your BlackBerry® device. Click **Help** on the Home screen or in an application menu.
- www.discoverblackberry.com: Find software, applications, and accessories for your device.
- **Your wireless service provider web site**: Find information about your wireless network or wireless service plan.
- www.blackberry.com/go/declarationofconformity: View the Declaration of Conformity made under Directive 1999/5/EC (HG nr. 88/2003).

Start using your device

Complete the setup wizard

The setup wizard is designed to help you learn about navigation and typing, change options to personalize your BlackBerry® device, set up wireless and Bluetooth® connections and set up one or more email addresses. The setup wizard should appear automatically the first time that you turn on your device.

1. If the Welcome screen does not appear automatically, on the Home screen or in a folder, click the **Setup Wizard** icon.
2. Complete the instructions on the screen.

Set up an email address

To perform this task, you must know the login information for your existing email addresses or your administrator must have provided you with an enterprise activation password.

1. On the Home screen or in a folder, click the **Setup Wizard** icon.
2. On the email setup screen, select one of the following options:
   - **I want to create or add an email address**: This email setup option is most common for individual users. Use this option to associate your BlackBerry® device with one or more (up to ten) existing email addresses (for example, a Google Mail™ or Windows Live™ Hotmail® email account) or to create a new email address for your device. To use a social networking application on your device, you must use this option to associate your device with the email address that you use to receive social networking notifications. If this option does not appear, contact your wireless service provider.
   - **I want to use a work email account with a BlackBerry Enterprise Server**: This email setup option is most common for corporate users. Use this option to associate your device with a work email account using the BlackBerry® Enterprise Server if your administrator has provided you with an enterprise activation password.
3. Click **Next**.
4. Complete the instructions on the screen.

Note: When your email address is set up correctly, you receive a confirmation message. To view and manage your email messages, on the Home screen, click the **Messages** icon.

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Navigation and typing

About the Menu key and Escape key

The Menu key and Escape key on your BlackBerry® device are designed to help you navigate screens and complete tasks quickly and easily.

Key	Actions
Menu key	• view more applications on the Home screen • open the menu in an application • select a highlighted menu item
Escape key	• move back a screen • close a menu

Move around the screen

- To move the cursor in any direction and highlight items, slide your finger on the trackpad.
- To select an item or open a link, click (press) the trackpad.
- To change the value in a field, click a field. Click a value.
- To return to the Home screen, when you are not on a call, press the **End** key.

BlackBerry basics

Make a call

1. From the Home screen or in the phone application, perform one of the following actions:
   - Type a phone number.
   - Type part of a contact name. Highlight a contact or phone number.
2. Press the **Send** key.

To end the call, press the **End** key.

Related topics

Add a pause or a wait to a phone number, 216
Available voice commands, 47

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Change your ring tone

1. On the Home screen, click the **Sounds** icon.
2. Click **Set Ring Tones/Alerts**.
3. Click the application or item that you want to change.
4. Perform one of the following actions:
   - To use a preloaded ring tone, in the **Ring Tone** field, click a ring tone.
   - To use a ring tone that you downloaded, in the **Ring Tone** field, click **Select Music**. Navigate to a folder that contains ring tones. Click a ring tone.
5. Press the **Menu** key.
6. Click **Save**.

Send an email message

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose Email**.
4. In the **To** field, type an email address or a contact name.
5. Type a message.
6. Press the key.
7. Click **Send**.

Related topics

Search for contacts in your organization's address book, 216
Mailing lists, 218

Send an SMS text message

You can send an SMS text message to up to ten recipients.

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose SMS**.
4. In the **To** field, perform one of the following actions:
   - Type an SMS phone number (include the country code and area code).
   - Type a contact name.
   - Type part of a contact name. Click a contact.
   - If your device is connected to a CDMA network, you can type an email address.
5. Type a message.
6. Press the key.
7. Click **Send**.

Related topics

Mailing lists, 218

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Add a contact

1. On the Home screen, click the **Contacts** icon.
2. Click **New Contact**.
3. Type the contact information.
4. Press the key.
5. Click **Save**.

Schedule an appointment

1. On the Home screen, click the **Calendar** icon.
2. Press the key.
3. Click **New**.
4. Type the appointment information.
5. If the appointment recurs, change the **Recurrence** field.
6. Press the key.
7. Click **Save**.

Related topics

Turn off your device, 327

Take a picture

1. On the Home screen, click the **Camera** icon.
2. Press the **Right Convenience** key all the way down.

Related topics

Record a video, 15

Record a video

To perform this task, you might need to have a media card inserted in your BlackBerry® device.

1. On the Home screen, click the **Media** icon.
2. Click the **Video Camera** icon.
3. To start recording, click the **record** icon.
4. To pause recording, click the **pause** icon.

Note: The approximate amount of memory available for saving videos appears on the lower part of the screen when video recording is paused.

Related topics

Play a media file, 151
Take a picture, 15

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Visit a web page

Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® device. For more information about the charges associated with using each browser, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Perform one of the following actions:
   - If a web address field appears on the screen, type a web address.
   - If a web address field does not appear on the screen, press the key. Click **Go To**. Type a web address.
3. Press the **Enter** key.

Turn on the alarm

1. In the clock, press the **Menu** key.
2. Click **Set Alarm**.
3. On the trackpad, slide your finger up or down to select **On** or **Weekdays**. Slide your finger to highlight **On** or **Weekdays**.
4. Press the **Escape** key.
5. Click **Save**.

In the device status section of the Home screen, a clock indicator appears.

Pair with a Bluetooth enabled device

Some Bluetooth® enabled devices have a passkey that you must type before you can pair with them.

1. In the Bluetooth setup application, click **Search** or **Listen**.
2. If necessary, click a Bluetooth enabled device.
3. If necessary, type the passkey for the Bluetooth enabled device on your BlackBerry® device.
4. If necessary, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.

Troubleshooting: Basics

I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your wireless service plan includes phone or voice services.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.

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- Your device or your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number.
- If you have more than one phone number associated with your device, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number.

Related topics
Fixed dialing, 38
Call blocking, 37
Call forwarding, 35
Switch the active phone number, 41

I cannot set up an email address

Try performing the following actions:

- On the Home screen or in a folder, click the **Setup Wizard** icon. On the email setup screen, verify that you have typed all the email address information correctly. To view the password that you typed, select the **Show Password** check box.
- Verify that the email address is associated with a supported email account (for example, a POP3 email account or an IMAP email account). For more information about supported email accounts, contact your wireless service provider.
- If you are switching from another BlackBerry® device that is associated with one or more email addresses using the BlackBerry® Internet Service, verify that you have completed the process for switching devices automatically or manually using the email setup application. For more information about switching devices, see the *Learn More* booklet that came with your device.

For more information about setting up an email address, visit www.blackberry.com/go/docs and click **BlackBerry Internet Service**.

I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device.On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- If you have a Wi-Fi® enabled device and if your device uses a software token to connect to a Wi-Fi® network or to log in to a VPN, reset your device and connect to the Wi-Fi network or log in to the VPN again.
- Verify that your device is not blocking messages. For more information, contact your administrator.

Related topics
Turn off the connection to the wireless network, 307

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Turn on or turn off data service or set roaming options, 307
Change an email message filter, 59
Forward messages from a specific email message folder to your device, 56

I cannot send SMS text messages

Depending on your wireless service plan, this feature might not be supported.

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- Verify that fixed dialing is turned off.

I cannot save media files

Your BlackBerry® device memory or media card might not have enough available memory to store media files.

Try performing the following actions:

- If you are trying to save a media file to your device memory, delete old data or messages from your device.
- If you are trying to save a media file on your media card, delete old media files.
- In the camera options, verify that the **Picture Quality** field is not set to **Superfine**. Superfine pictures use more memory than fine or normal pictures.
- If possible, increase the maximum amount of memory available for pictures.

Related topics

Delete a media file or folder, 163
Delete a message, 55

I cannot play a media file on a web page

Your BlackBerry® device might not support the size or file format of the media file.

The battery is not charging

Depending on how you charge your BlackBerry® device, try performing the following actions:

- Verify that the USB cable is securely connected to your device and a USB port.
- Try connecting your device to another USB port on your computer, a USB port on a different computer, a USB hub, or try using a travel charger.
- Verify that BlackBerry device USB drivers are installed on your computer. When you install BlackBerry® Desktop Software from the CD that came with your device, the correct USB drivers should be installed. You can also download the latest version of BlackBerry Desktop Software from www.blackberry.com.
- Verify that your computer is not in standby, hibernate, or sleep mode.
- Some USB hubs might not provide enough power. Plug the hub into a power outlet (if available) and reconnect your device.

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Shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

BlackBerry basics shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To move the cursor, slide your finger on the trackpad.
- To move back a screen, press the **Escape** key.
- To return to the Home screen, when you are not on a call, press the **End** key.
- To view more applications on the Home screen, press the **Menu** key.
- To open a menu in an application to access options and available actions, press the **Menu** key.
- To move to a list item or menu item, type the first letter of the item.
- To select a highlighted menu item, press the **Menu** key.
- To select or clear a check box, press the **Space** key.
- To view available values in a field, press the **Alt** key.
- To switch applications, press and hold the **Menu** key. Click an application.
- To switch between the active notification profile and the Vibrate notification profile, press and hold the **Q** key.
- To delete a highlighted item, press the **Backspace/Delete** key.

Phone shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To change your ring tone, from the Home screen, press the **Send** key. Press the **Menu** key. Click **Set Ring Tone**.
- To check your voice mail, press and hold **1**.
- To send an incoming call to voice mail when your BlackBerry® device is inserted in a holster, press and hold the **Volume Down** key on the right side of your device.
- To set up speed dial for a contact, on the Home screen or in the phone application, press and hold the key that you would like to assign speed dial to.
- To add an extension to a phone number, press the **Alt** key and the **X** key. Type the extension number.
- To type a letter in a phone number field, press the **Alt** key and the letter key.
- To insert a plus sign (+) when typing a phone number, press the **O** key.
- To turn on the speakerphone during a call, press the **Speakerphone** key ( ) on the keyboard. To turn off the speakerphone during a call, press the **Speakerphone** key again.
- If you are using a wireless headset, to stop listening to a call with the headset, press the **Speakerphone** key. To listen to a call using the wireless headset again, press the **Speakerphone** key again.

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- If you have multiple phone numbers associated with your device, to change the active phone number, from the Home screen, press the **Send** key. Click your phone number at the top of the screen. Click a phone number.

Message shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

In a message

- To reply to a message, press **R**.
- To reply to all in an email message or a PIN message, press **L**.
- To forward a message, press **F**.
- To file a highlighted email message, press **I**.
- To view the email address of a contact, highlight the contact in the **To** or **From** field. Press **Q**. To view the display name, press **Q** again.
- To move to the last cursor position after you close and reopen a received email message or PIN message, press **G**.

In a message list

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press **C**.
- To mark a message as opened or unopened, press the **Alt** key and **U**.
- To add a flag to a highlighted message, press **W**.
- To view all flagged messages, press the **Alt** key and **F**.
- To view received messages and received call logs, press the **Alt** key and **I**.
- To view sent messages, press the **Alt** key and **O**.
- To view voice mail messages, press the **Alt** key and **V**.
- To view SMS text messages, press the **Alt** key and **S**.
- To view call logs, press the **Alt** key and **P**.
- To view all your messages, press the **Escape** key.

Move around a message list

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **T**.
- To move to the bottom of a message list, press **B**.
- To move to the next date, press **N**.
- To move to the previous date, press **P**.
- To move to the next unopened item, press **U**.
- To move to the next related message, press **J**.
- To move to the previous related message, press **K**.

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Typing shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To insert a period, press the **Space** key twice. The next letter is capitalized.
- To capitalize a letter, press and hold the letter key until the capitalized letter appears.
- To type the alternate character on a key, press the **Alt** key and the character key.
- To type an accented or special character, press and hold the letter key and slide your finger left or right on the trackpad. For example, to type ü, press and hold **U** and slide your finger left until ü appears. Release the letter key when the accented or special character appears.
- To type a number in a number field, press a number key. You do not need to press the Alt key.
- To type a number in a text field, press and hold the **Alt** key and press the number key.
- To turn on NUM lock, press the **Alt** key and the **Left Shift** key. To turn off NUM lock, press the **Shift** key.
- To turn on CAP lock, press the **Alt** key and the **Right Shift** key. To turn off CAP lock, press the **Shift** key.

Insert symbols

- To insert an at sign (@) or a period (.) in an email address field, press the **Space** key.
- To type a symbol, press the **Symbol** key. Type the letter that appears below the symbol.

Work with text

- To highlight a line of text, press the **Shift** key and slide your finger up or down on the trackpad.
- To highlight text character by character, press and hold the **Shift** key and slide your finger left or right on the trackpad.
- To cancel a text selection, press the **Escape** key.
- To cut highlighted text when typing, press the **Shift** key and the **Backspace/Delete** key.
- To copy highlighted text when typing, press the **Alt** key and click the trackpad.
- To paste highlighted text when typing, press the **Shift** key and click the trackpad.

File and attachment shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To search for text in a file or an attachment, press **F**.
- To move to the last cursor position after closing and reopening a file or an attachment, press **G**.

In a spreadsheet

- To move to a specific cell, press **G**.
- To view the content of a cell, press the **Space** key.
- To switch worksheets, press **V**. Highlight a worksheet. Press the **Enter** key.
- To view columns or rows that are hidden by default, press **H**. To hide these columns or rows again, press **H** again.

In a presentation

- To switch presentation views, press **M**.

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- To move to the next slide when viewing a presentation in slide view, press **N**.
- To move to the previous slide when viewing a presentation in slide view, press **P**.
- To move to the last cursor position after closing and reopening a presentation that you were viewing in text view or in text and slide view, press **G**.

Media shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Audio and video files

- To pause an audio or video file, press the **Mute** key on the top of your BlackBerry® device. To resume playing an audio or video file, press the **Mute** key again.
- To play the next song, press and hold the **Volume Up** key on the right side of your device.
- To play the previous song, press and hold the **Volume Down** key on the right side of your device.
- If you are using a headset, to turn on the audio boost feature to amplify the volume for songs, ring tones, and videos, press the **Volume Up** key until you reach the highest volume setting, and then press the **Volume Up** key four times quickly.

Pictures

To pan a picture, you must first be zoomed in.

- To zoom in to a picture, press **3**. To zoom to the original picture size, press **7**.
- To zoom out from a picture, press **9**. To zoom to the original picture size, press **7**.
- To pan up in a picture, press **2**.
- To pan down in a picture, press **8**.
- To pan right in a picture, press **6**.
- To pan left in a picture, press **4**.
- To return to the center of a picture, press **5**.
- To rotate a picture, press **L**.
- To fit a picture to the screen size, press **1**.

Camera and video camera

- To zoom in to a subject before taking a picture, press the **Volume Up** key.
- To zoom out from a subject before taking a picture, press the **Volume Down** key.
- To take a picture, press the **Right Convenience** key.
- To change the flash mode for a picture, if available, or to turn on low-light mode for a video, press the **Space** key.

Browser shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To insert a period (.) in the web address field, press the **Space** key.

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- To insert a slash mark (/) in the web address field, press the **Shift** key and the **Space** key.
- To stop loading a web page, press the **Escape** key.
- To close the browser, press and hold the **Escape** key.

On a web page

- To switch between Column view and Page view, press **Z**.
- To zoom in to a web page, press **I**.
- To zoom out from a web page, press **O**.
- To move to a specific web page, press **G**.
- To return to the home page, press **H**.
- To turn on support for JavaScript, press **J**.
- To open the bookmark list, press **K**.
- To add a bookmark, press **A**.
- To view a list of web pages that you have visited recently, press **Y**.
- To refresh a web page, press **R**.
- To view the web page address for a link, highlight a link. Press **L**.
- To view the web page address for a web page, press **P**.
- To follow a link, highlight or pause on the link. Press the **Enter** key.
- To hide the banner, press **U**. To view the banner, press **U**.
- To open the browser options, in the browser, press **S**.

Navigate a web page

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a web page, press **T**.
- To move to the bottom of a web page, press **B**.

Calendar shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

For shortcuts to work in Day view, in the general calendar options, change the **Enable Quick Entry** field to **No**.

- To schedule an appointment, press **C**.
- To change to Agenda view, press **A**.
- To change to Day view, press **D**.
- To change to Week view, press **W**.
- To change to Month view, press **M**.
- To move to the next day, week, or month, press the **Space** key.
- To move to the previous day, week, or month, press the **Shift** key and the **Space** key.
- To move to the current date, press **T**.
- To move to a specific date, press **G**.

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Search shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To search for a contact in a list of contacts, type the contact name or initials separated by a space.
- To search for text in a message, press **S**.
- To search for text in a file or an attachment, press **F**.
- To search for text on a web page, press **F**.
- To search for text in a presentation, you must view the presentation in text view or in text and slide view. Press **F**.

Map shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To zoom in to a map, press **I**.
- To zoom out from a map, press **O**.
- To move to the next direction on a route, press **N**.
- To move to the previous direction on a route, press **P**.
- To view status information at the top of a map, press **U**. To hide status information at the top of a map, press **U** again.
- To view tracking information at the bottom of a map while you are tracking your movement, press the **Space** key. To hide tracking information at the bottom of a map, press the **Space** key again.

Troubleshooting: Shortcuts

I cannot use a shortcut

Depending on the typing input language that you are using, some shortcuts might not be available.

Try changing the typing input language.

Related topics

Change the typing input language, 256

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Phone

Phone basics

Find your phone number

Perform one of the following actions:

- To view your active phone number, from the Home screen, press the **Send** key. Your active phone number appears beside the My Number field at the top of the screen.
- If you have multiple phone numbers associated with your BlackBerry® device, to view a list of your phone numbers, from the Home screen, press the **Send** key. Click the **My Number** field at the top of the screen. If your wireless service plan supports SMS text and MMS messaging, the first phone number in the list is the phone number that you use to send and receive SMS text and MMS messages.

Related topics

About multiple phone numbers, 40

Make a call

1. From the Home screen or in the phone application, perform one of the following actions:
   - Type a phone number.
   - Type part of a contact name. Highlight a contact or phone number.
2. Press the **Send** key.

To end the call, press the **End** key.

Related topics

Add a pause or a wait to a phone number, 216
Available voice commands, 47

Answer a call

Press the **Send** key.

To end a call, press the **End** key.

Related topics

Change your ring tone, 14

Answer a second call

Depending on your wireless service provider and wireless network, this feature might not be supported.

1. During a call, press the **Menu** key.
2. Perform one of the following actions:

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- To answer the incoming call and place the current call on hold, click **Answer - Hold Current**.
- To answer the incoming call and end the current call, click **Answer - Drop Current**.

To return to the first call, press the **Menu** key. Click **Swap** or **Flash**.

Change your ring tone

1. On the Home screen, click the **Sounds** icon.
2. Click **Set Ring Tones/Alerts**.
3. Click the application or item that you want to change.
4. Perform one of the following actions:
   - To use a preloaded ring tone, in the **Ring Tone** field, click a ring tone.
   - To use a ring tone that you downloaded, in the **Ring Tone** field, click **Select Music**. Navigate to a folder that contains ring tones. Click a ring tone.
5. Press the **Menu** key.
6. Click **Save**.

Mute a call

During a call, press the **Mute** key on the top of your device.

To turn off mute, press the **Mute** key again.

Place a call on hold

If your BlackBerry® device is connected to a CDMA network, you cannot place a call on hold.

1. During a call, press the **Menu** key.
2. Click **Hold**.

To resume a call, press the **Menu** key. Click **Resume**.

Turn on the speakerphone

During a call, press the **Speakerphone** key ( ) on the keyboard.

Do not hold the BlackBerry® device near your ear while you use the speakerphone. Hearing damage can occur. For more information, see the *Safety and Product Information* booklet for your device.

To turn off the speakerphone, press the **Speakerphone** key again.

Related topics

Bluetooth technology, 276

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Dial an extension

1. Press the **X** key.
2. Type the extension number.

Dial using numbers or letters

When you type a letter in a phone number, your BlackBerry® device dials the number that is associated with the letter on a conventional phone keypad.

- To type a number, press a number key.
- To type a letter, press and hold the **Alt** key. Press the letter key.

Switch applications during a call

1. During a call, press the **Menu** key.
2. Click **Home Screen**.

Note: If you switch to a different application and you want to end the call, press the **End** key.

Make a call when your device is locked

To perform this task, you must turn on dialing from the Lock screen.

1. From the Lock screen, press the **Menu** key.
2. Click **Place Call**.
3. Perform one of the following actions:
   - Type a phone number.
   - Type part of a contact name. Click a contact or phone number.
4. Press the **Send** key.

To end the call, press the **End** key.

Related topics

Turn on dialing from the Lock screen, 41

About using a headset

You can purchase an optional headset to use with your BlackBerry® device.

If you use a headset, you can use a headset button to answer or end a call, or to turn on or turn off mute during a call. Depending on your device model, you might be able to use a headset button to make a call using a voice command.

Depending on your headset, you might also be able to use a headset button to pause, resume, skip, or adjust the volume of audio or video files.

For more information about using the headset, see the documentation that came with your headset.

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Emergency calls

About emergency calls

If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears, you can only call emergency numbers. Your BlackBerry® device is designed to allow emergency calls even when your device is locked. Depending on your device model and the wireless network that your device is connected to, your device is also designed to allow emergency calls when the SIM card is not inserted. If the connection to the wireless network is turned off when you initiate an emergency call, your device is designed to connect to the wireless network automatically.

You can only make emergency calls by typing official emergency access numbers (for example, 911 or 112).

Note: You should not rely on any wireless device for essential communications, including medical emergencies. Emergency numbers may vary by location and emergency calls may be blocked or impeded by network, environmental, or interference issues.

Make an emergency call

Perform one of the following actions:

- If your keyboard or BlackBerry® device is unlocked, from the Home screen, press the **Send** key. Type the emergency number. Press the **Send** key.
- If your keyboard is locked, type the emergency number. Press the **Send** key.
- If your device is locked, press the **Menu** key. Click **Emergency Call**. Click **Yes**.If your keyboard or device is locked or your device is in standby mode, type the emergency number. Complete the instructions on the screen.

About GPS technology

Depending on your wireless service provider, this feature might not be supported.

You can use GPS technology on your BlackBerry® device to get your GPS location and to use location-based applications and location-based services. Location-based applications can use your GPS location to provide you with information such as driving directions.

If your device does not have an internal GPS receiver or your wireless service provider does not support location-based services and you want to use GPS technology, you can pair your BlackBerry device with a Bluetooth® enabled GPS receiver. For more information, contact your wireless service provider.

If your device is connected to a CDMA network and you make an emergency call or your device is in Emergency Callback Mode, an emergency operator might be able to use GPS technology to estimate your location.
Note: In an emergency, always provide the emergency operator with as much information as possible. Emergency operators might not be able to estimate your location using only GPS technology.

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Turn on GPS technology

Depending on your BlackBerry® device model and wireless network, this feature might not be supported.

The GPS options that appear on your device might differ slightly from the options that appear in this task.

1. On the Home screen, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **GPS**.
4. Change the **GPS Services** field to **Location On**.
5. Press the **Menu** key.
6. Click **Save**.

To turn off GPS technology, change the **GPS Services** field to **Location Off**.

Volume

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the **Mute** key on the top of your device. To turn off mute, press the **Mute** key again.

Related topics

Amplify the volume using the audio boost feature, 153
Improve sound quality for songs, 153

Change the default volume for calls

You can increase or decrease the default volume for calls. The higher the volume percentage, the louder the volume.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Default Call Volume** field.
6. Press the **Menu** key.
7. Click **Save**.

Improve sound quality during a call

You cannot change sound quality when you are using a Bluetooth® enabled headset.

1. During a call, press the **Menu** key.

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2. Click **Enhance Call Audio**.
3. Select a bass or treble option.

Improve sound quality for all calls

You cannot change sound quality when you are using a Bluetooth® enabled headset.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Enhanced Audio**.
5. Change the **Phone Call Audio** or **Headset Call Audio** fields.
6. Press the **Menu** key.
7. Click **Save**.

Voice mail

About your voice mail greeting and voice mail password

Depending on your wireless service provider, the method for changing your voice mail greeting or voice mail password might differ. You should be able to access the options for changing your voice mail greeting or voice mail password when you check your voice mail. For more information, contact your wireless service provider.

Check your voice mail

Depending on your theme, you might be able to check your voice mail from the Home screen.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Call Voice Mail**.

Change the voice mail access number

If a voice mail access number is not already set on your BlackBerry® device, you can type the access number for a different voice mail system.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Voice Mail**.
5. Type a voice mail access number and a password.
6. Press the **Menu** key.
7. Click **Save**.

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Speed dial

Set up speed dial for a contact

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **View Speed Dial List**.
4. Click an unassigned key.
5. Click **New Speed Dial**.
6. Click a contact.

To make a call using speed dial, from the phone application, the Home screen, a message, or a message list, press and hold the key that you assigned to the contact.

Change the contact assigned to a speed dial key

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **View Speed Dial List**.
4. Highlight a contact or phone number.
5. Press the **Menu** key.
6. Perform one of the following actions:
   - To change the contact that is assigned to a speed dial key, click **Edit**. Click a new contact.
   - To assign the contact to a different speed dial key, click **Move**. Click a new speed dial key.
   - To delete the contact from the speed dial list, click **Delete**.

Conference calls

About conference calls

You can create two types of conference calls with your BlackBerry® device. If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your device or computer. Conference call meetings allow participants who have a BlackBerry device to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their device, so that they do not have to dial the conference call bridge number and access codes. If you do not have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.

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Make a conference call

If your BlackBerry® device is connected to a CDMA network, you cannot join more than two contacts to a conference call.

1. During a call, press the **Menu** key.
2. Click **Add Participant**.
3. Type a phone number or highlight a contact.
4. Press the **Send** key.
5. During the second call, press the **Send** key to join your first contact to the conference call.
6. To join another contact to the call, repeat steps 1 to 5.

Related topics

Place a call on hold, 26

Create a phone number link for a conference call

1. Type a phone number for the conference call bridge.
2. Type **X** and the access code.

Speak privately with a contact during a conference call

You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

1. During a conference call, press the **Menu** key.
2. Click **Split Call**.
3. Click a contact.

To return to the conference call, press the **Menu** key. Click **Join**.

Disconnect a contact from a conference call

You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

1. During a conference call, press the **Menu** key.
2. Click **Drop Call**.
3. Click a contact.

Leave a conference call

You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

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If you make a conference call, you can leave the conference call and the call continues without you. Depending on your wireless service provider, this feature might not be supported.

1. During a conference call, press the **Menu** key.
2. Click **Transfer** or **Flash**.

Call logs

About call logs

Call logs appear in the phone application and show the status of recent calls by showing either a missed call indicator, placed call indicator or received call indicator. A call log also includes the date of the call, the phone number, and the estimated duration of the call. For more information about the exact duration of a call, contact your wireless service provider.

The phone list view option allows you to sort how call logs appear in the phone application. Depending on how you set your call logging options, you can also view call logs in the messages application. Depending on your theme, when you miss a call, a missed call indicator might also appear at the top of the Home screen.

You can also add notes to call logs or send call logs as email messages. Unless you delete a call log, it is stored on your BlackBerry® device for 30 days.

View call logs in the messages application

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Call Logging**.
5. Perform one of the following actions:
   - To show recent and missed calls in the messages application, select the **All Calls** option.
   - To hide call logs in the messages application, select the **None** option.

Add notes to a call log

1. From the Home screen, press the **Send** key.
2. Highlight a call log.
3. Press the **Menu** key.
4. Click **View History**.
5. Press the **Menu** key.
6. Click **Add Notes**.
7. Type call notes.
8. Press the **Menu** key.
9. Click **Save**.

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Change call log notes

1. From the Home screen, press the **Send** key.
2. Highlight a call log.
3. Press the **Menu** key.
4. Click **View History**.
5. Press the **Menu** key.
6. Click **Edit Notes**.
7. Change the call notes.
8. Press the **Menu** key.
9. Click **Save**.

Send a call log

1. From the Home screen, press the **Send** key.
2. Highlight a call log.
3. Press the **Menu** key.
4. Click **View History**.
5. Press the **Menu** key.
6. Click **Forward**.

Delete call logs

1. From the Home screen, press the **Send** key.
2. Perform one of the following actions:
   - To delete a single call log, highlight a call log.
   - To delete a range of call logs, highlight a call log. Press and hold the **Shift** key. On the trackpad, slide your finger up or down.Release the **Shift** key.
3. Press the **Menu** key.
4. Click **Delete**.

Delete call log notes

1. From the Home screen, press the **Send** key.
2. Highlight a call log.
3. Press the **Menu** key.
4. Click **View History**.
5. Press the **Menu** key.
6. Click **Edit Notes**.
7. Press the **Menu** key.
8. Click **Clear Field**.
9. Press the **Menu** key.

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10. Click **Save**.

Call waiting

Turn on call waiting

To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Call Waiting**.
5. Change the **Call Waiting Enabled** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

To turn off call waiting, change the **Call Waiting Enabled** field to **No**.

Call forwarding

About call forwarding

Depending on your wireless service provider, one or more call forwarding phone numbers might already be available on your SIM card or BlackBerry® device. You might not be able to change or delete these phone numbers or add new ones.

For more information, contact your wireless service provider.

Forward calls

To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Call Forwarding**.
5. Perform one of the following actions:
   - To forward all calls to a call forwarding number, change the **Forward Calls** field to **Always**. Change the **Forward All Calls** field to a call forwarding number.

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- To forward unanswered calls only, change the **Forward Calls** field to **Conditional**. Change the **If Busy**, **If No Reply**, and **If Not Reachable** fields to a call forwarding number.

6. Press the **Menu** key.
7. Click **Save**.

Your call forwarding settings apply to all subsequent incoming calls, until you change your settings again.

To stop forwarding calls, change the **Forward Calls** field to **Never**.

Add a call forwarding phone number

To perform this task, your wireless service provider must set up your SIM card or BlackBerry® device for this service.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Call Forwarding**.
5. Press the **Menu** key.
6. Click **New Number**.
7. Type a phone number.
8. Press the **Enter** key.
9. Press the **Menu** key.
10. Click **Close**.

Change a call forwarding phone number

You can only change call forwarding phone numbers that you have added.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Call Forwarding**.
5. Press the **Menu** key.
6. Click **Edit Numbers**.
7. Highlight a phone number.
8. Press the **Menu** key.
9. Click **Edit**.
10. Change the phone number.
11. Press the **Enter** key.

Delete a call forwarding phone number

You can only delete call forwarding phone numbers that you have added.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.

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3. Click **Options**.
4. Click **Call Forwarding**.
5. Press the **Menu** key.
6. Click **Edit Numbers**.
7. Click a phone number.
8. Click **Delete**.

Call blocking

Depending on your wireless service provider and wireless network, this feature might not be supported.

About call blocking

The blocked calling feature allows you to block all incoming calls or block incoming calls only when roaming. You can also block all outgoing calls and all outgoing international calls, or you can block outgoing international calls only when roaming.

To use the blocked calling feature, your BlackBerry® device must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a call blocking password. Depending on your wireless service provider and wireless network, this feature might not be supported.

Block calls

To perform this task, your BlackBerry® device must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a call blocking password.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Call Barring**.
5. Highlight a call blocking option.
6. Press the **Menu** key.
7. Click **Enable**.
8. Type your call blocking password.

To stop blocking calls, highlight a call blocking option. Press the **Menu** key. Click **Disable**.

Change the call blocking password

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Call Barring**.

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5. Press the **Menu** key.
6. Click **Change Password**.

Fixed dialing

Depending on your wireless service provider and wireless network, this feature might not be supported.

About fixed dialing

If you turn on fixed dialing, you can only make calls to contacts that appear in your fixed dialing list and to official emergency access numbers (for example, 911 or 112).

If your wireless service plan includes SMS text messaging, you can also send SMS text messages to contacts that appear in your fixed dialing list.

To use fixed dialing, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code. Depending on your wireless service provider and wireless network, this feature might not be supported.

Turn on fixed dialing

To perform this task, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **FDN Phone List**.
5. Press the **Menu** key.
6. Click **Enable FDN Mode**.
7. Type your PIN2 code.
8. Press the **Enter** key.

To turn off fixed dialing, press the **Menu** key. Click **Disable FDN Mode**.

Add a contact to your fixed dialing list

To perform this task, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **FDN Phone List**.
5. Press the **Menu** key.
6. Click **New**.

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7. Type your PIN2 code.
8. Press the **Menu** key.
9. Type a name and a phone number.
10. Press the **Menu** key.
11. Click **Save**.

Change a contact in your fixed dialing list

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **FDN Phone List**.
5. Highlight a contact.
6. Press the **Menu** key.
7. Click **Edit**.
8. Change the contact information.
9. Press the **Menu** key.
10. Click **Save**.

Delete a contact from your fixed dialing list

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **FDN Phone List**.
5. Highlight a contact.
6. Press the **Menu** key.
7. Click **Delete**.

Smart dialing

About smart dialing

With the smart-dialing feature, you can set a default country code and area code for phone numbers so that you do not have to dial a country code and area code each time that you make a call, unless the country code or area code are different from the default codes that you set. Some country codes are not supported by the smart-dialing feature.

In the smart-dialing options, you can also specify the main phone number for an organization that you call frequently so that you can quickly call a contact in that organization by dialing only the extension for the contact. If you add contacts from that organization to your contact list, when you add their phone numbers, you can type only the extensions instead of typing out the main phone number for the organization.

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Set the default country code and area code

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Smart Dialing**.
5. Set the **Country Code** and **Area Code** fields.
6. If necessary, set the **Local Country Code** and **International Dialing Digits** fields.
7. In the **National Number Length** field, set the default length for phone numbers in your country.
8. Press the **Menu** key.
9. Click **Save**.

Note: When you calculate the default length for phone numbers, include your area code and local number, but do not include your country code or the National Direct Dialing prefix.

Set options for dialing extensions

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Smart Dialing**.
5. In the **Number** field, type the main phone number for an organization.
6. In the **Wait For** field, set how long your BlackBerry® device waits before dialing an extension.
7. In the **Extension Length** field, set the default length for extensions.
8. Press the **Menu** key.
9. Click **Save**.

Multiple phone numbers

About multiple phone numbers

When you have multiple phone numbers associated with your BlackBerry® device, you can switch the phone number that you use as your active phone number. You have multiple phone numbers associated with your device if one of the following situations applies:

- Your device uses a SIM card and your SIM card supports more than one phone number.
- Your wireless service provider has set up your device to support more than one phone number.
- Your wireless service provider has provided you with a phone number, and your organization has provided you with a BlackBerry® MVS Client phone number.

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If your SIM card supports more than one phone number, you can make calls using your active phone number only, but you receive calls to all phone numbers. If you are already on a call, you receive calls to your active phone number only, and any calls that you receive to your other phone numbers receive a busy signal or are sent to voice mail.

If your wireless service provider has set up your device to support more than one phone number, you can make calls and receive calls using your active phone number only. Any calls that you receive to your other phone numbers receive a busy signal or are sent to voice mail.

If your wireless service provider has provided you with a phone number, and your organization has provided you with a BlackBerry MVS Client phone number, you can make calls using your active phone number only, but you receive calls to all phone numbers. If you are already on a call, you can receive calls to all phone numbers.

If your wireless service plan supports SMS text messaging and MMS messaging, the first phone number that appears in the drop-down list at the top of the screen in the phone application is the phone number that you use to send and receive SMS text messages and MMS messages.

You can change call waiting, call forwarding, and voice mail options for each phone number associated with your device.

Switch the active phone number

1. From the Home screen, press the **Send** key.
2. Click your phone number at the top of the screen.
3. Click the phone number that you want to set as the active phone number.

Phone options

Turn on dialing from the Lock screen

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Set the **Allow Outgoing Calls While Locked** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Sort phone numbers or contacts on the Phone screen

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Perform one of the following actions:
   - To sort phone numbers or contacts by frequency of use, change the **Phone List View** field to **Most Used**.
   - To sort contacts alphabetically by contact name, change the **Phone List View** field to **Name**.
   - To sort phone numbers or contacts by recency of use, change the **Phone List View** field to **Most Recent**.
6. Press the **Menu** key.

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7. Click **Save**.

To sort phone numbers or contacts by call logs again, change the **Phone List View** field to **Call Log**.

Hide or display your phone number when you make calls

The wireless network can override the option that you choose.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Perform one of the following actions:
   - To request that your phone number is hidden, change the **Restrict My Identity** field to **Always**.
   - To request that your phone number is displayed, change the **Restrict My Identity** field to **Never**.
   - To request that the network decide whether to hide or display your phone number, change the **Restrict My Identity** field to **Network Determined**.
6. Press the **Menu** key.
7. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Stop ending calls when you insert your device in the holster

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Auto End Calls** field to **Never**.
6. Press the **Menu** key.
7. Click **Save**.

Answer calls automatically when you remove your device from the holster

1. From the Home screen, press the **Send** key.

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2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Auto Answer Calls** field to **Out Of Holster**.
6. Press the **Menu** key.
7. Click **Save**.

Reset a call timer

A call timer provides the estimated duration of calls. For more information about the exact duration of a call, contact your wireless service provider.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Status**.
4. Click **Last Call** or **Total Calls**.
5. Click **Clear Timer**.
6. Press the **Menu** key.
7. Click **Save**.

About TTY support

When you turn on TTY support and you connect your BlackBerry® device to a TTY device that operates at 45.45 bits per second, you can make calls to and receive calls from TTY devices. Your BlackBerry device is designed to convert received calls to text that you can read on your TTY device.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your BlackBerry device. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry device, visit www.shopblackberry.com.

Turn on TTY support

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **TTY**.
5. Change the **TTY Mode** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

A TTY indicator appears in the device status section of the screen.

To turn off TTY support, change the **TTY Mode** field to **No**.

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Phone shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To change your ring tone, from the Home screen, press the **Send** key. Press the **Menu** key. Click **Set Ring Tone**.
- To check your voice mail, press and hold **1**.
- To send an incoming call to voice mail when your BlackBerry® device is inserted in a holster, press and hold the **Volume Down** key on the right side of your device.
- To set up speed dial for a contact, on the Home screen or in the phone application, press and hold the key that you would like to assign speed dial to.
- To add an extension to a phone number, press the **Alt** key and the **X** key. Type the extension number.
- To type a letter in a phone number field, press the **Alt** key and the letter key.
- To insert a plus sign (+) when typing a phone number, press the **O** key.
- To turn on the speakerphone during a call, press the **Speakerphone** key ( ) on the keyboard. To turn off the speakerphone during a call, press the **Speakerphone** key again.
- If you are using a wireless headset, to stop listening to a call with the headset, press the **Speakerphone** key. To listen to a call using the wireless headset again, press the **Speakerphone** key again.
- If you have multiple phone numbers associated with your device, to change the active phone number, from the Home screen, press the **Send** key. Click your phone number at the top of the screen. Click a phone number.

Troubleshooting: Phone

I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your wireless service plan includes phone or voice services.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.
- Your device or your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number.
- If you have more than one phone number associated with your device, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number.

Related topics

Fixed dialing, 38

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Call blocking, 37
Call forwarding, 35
Switch the active phone number, 41

My phone number appears as Unknown in the phone application

If your BlackBerry® device uses a SIM card, try changing the phone number on your SIM card to change how your phone number appears in the phone application. On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options**. Click **SIM Card**. Highlight the phone number. Press the **Menu** key. Click **Edit SIM Phone Number**. Type your phone number. Press the **Enter** key.

I cannot check my voice mail

Try performing the following actions:

- If you have more than one phone number associated with your BlackBerry® device and you are trying to check your voice mail using a shortcut key, your device calls the voice mail access number for your active phone number. Check the voice mail for your alternate phone number.
- You need a voice mail access number to check your voice mail. To obtain a voice mail access number, contact your wireless service provider or administrator.

I cannot make calls using a voice command

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device.
- Verify that your keyboard is unlocked.
- Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported.

Related topics

Bluetooth technology, 276
Change the language for voice commands, 48

I cannot change the number of times that my device rings

Depending on your wireless service provider, you might not be able to choose the length of time that your BlackBerry® device rings before the call is picked up by voice mail. For more information, contact your wireless service provider.

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

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If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related topics

Feature availability, 0

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Voice commands

Perform an action using a voice command

1. On the Home screen or in a folder, click the **Voice Dialing** icon.
2. After the beep, say a voice command.

Available voice commands

"Call <contact name or phone number>"

Say this voice command to make a call. To perform this task with a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, the paired Bluetooth enabled device must support this feature and you must turn on Bluetooth technology. You cannot make calls to emergency numbers using voice commands.

"Call <contact name> <phone number type>"

Say this voice command to call a specific phone number for a contact that is in your contact list. For example, if the contact has a work phone number and a mobile phone number, you can say "Call <contact name> work" to call the work phone number.

"Call extension <extension number>"

Say this voice command to dial an extension. To perform this task, you must set options for dialing extensions. You can dial extensions only within your company.

"Check my phone number"

If you have multiple phone numbers associated with your BlackBerry® device, say this voice command to check your active phone number.

"Check signal strength"

Say this voice command to check your wireless coverage level.

"Check network"

Say this voice command to check the wireless network that your device is connected to.

"Check battery"

Say this voice command to check the battery power level.

"Repeat"

Say this voice command to have the last voice prompt repeated to you.

"Cancel"

Say this voice command to close the voice dialing application.

Related topics

Set options for dialing extensions, 40

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Change the language for voice commands

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

When you change the language for voice commands, you change the language for voice prompts and the language that you use to make a voice command.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language and Text Input**.
3. Change the **Voice Dialing Language** field.
4. Press the **Menu** key.
5. Click **Save**.

Turn off choice lists for voice commands

If your BlackBerry® device identifies more than one possible match to a voice command, your device presents you with a list of possible matches, or a choice list. You can turn off choice lists so that your device always selects the best match and dials the phone number automatically.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Voice Dialing**.
3. Set the **Choice Lists** field to **Always Off**.
4. Press the **Menu** key.
5. Click **Save**.

Change the options for voice prompts

After you say a voice command, voice prompts might prompt you for further information or clarification, or voice prompts might read out instructions that appear on the screen.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Voice Dialing**.
3. Perform one of the following actions:
   - To turn off voice prompts, change the **Audio Prompts** field to **No Prompts**.
   - To turn on voice prompts, change the **Audio Prompts** field to **Basic Prompts**.
   - To turn on voice prompts and to have the voice prompts also read out instructions that appear on the screen, change the **Audio Prompt** field to **Detailed Prompts**.
4. Press the **Menu** key.
5. Click **Save**.

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Improve voice recognition

You can improve voice recognition by completing a short series of prompts that ask you to say specific numbers and words.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Voice Dialing**.
3. Click **Adapt Voice**.
4. Complete the instructions on the screen.

Troubleshooting: Voice dialing

I cannot make calls using a voice command

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device.
- Verify that your keyboard is unlocked.
- Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported.

Related topics

Bluetooth technology, 276
Change the language for voice commands, 48

My device does not recognize names or numbers in voice commands

Try performing the following actions:

- Say the first name and the last name of your contact.
- Improve voice recognition of numbers.

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Messages

Message basics

Composing messages

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the **Escape** key.
   - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
   - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
   - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

Save a draft of a message

1. When you are composing a message, press the **Menu** key.
2. Click **Save Draft**.

Set the importance level for a message

You can set the importance level for an email message, PIN message, or MMS message.

1. When you are composing a message, press the **Menu** key.
2. Click **Options**.
3. Set the **Importance** field.
4. Press the **Menu** key.
5. Click **Save**.

Blind carbon copy a contact

You can blind carbon copy a contact in an email message, a PIN message, or an MMS message.

1. When you are composing a message, press the **Menu** key.
2. Click **Add Bcc**.

Attach a contact to a message

You can attach a contact to an email message, a PIN message, or an MMS message.

1. When you are composing a message, press the **Menu** key.

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2. Click **Attach Address** or **Attach Contact**.
3. Click a contact.

Add a signature to your work email messages

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Set the **Use Auto Signature** field to **Yes**.
7. In the text box that appears, type a signature.
8. Press the **Menu** key.
9. Click **Save**.

Your signature is added to email messages after you send them.

Delete the disclaimer from an email message

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature, the BlackBerry Enterprise Server might add a disclaimer to email messages after you send them.

1. When you are composing an email message, press the **Menu** key.
2. Click **Remove Disclaimer**.

To add the disclaimer again, press the **Menu** key. Click **Add Disclaimer**.

Create a link for a PIN

You can create a link for a PIN in messages, calendar entries, tasks, or memos. If you click the link, you can send a PIN message.

When typing text, type **pin:** and the PIN.

Sending messages

Send an email message

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose Email**.
4. In the **To** field, type an email address or a contact name.
5. Type a message.
6. Press the key.

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7. Click **Send**.

Related topics
Search for contacts in your organization's address book, 216
Mailing lists, 218

Send an SMS text message

You can send an SMS text message to up to ten recipients. Depending on your theme, a separate icon on the Home screen might appear for SMS text messages and MMS messages.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Compose SMS Text**.
4. In the **To** field, perform one of the following actions:
   - Type a contact name.
   - Press the **Menu** key. Click **Choose Contact**. Click a contact.
   - Type a phone number that can receive SMS text messages (include the country code and area code).
   - If your device is connected to a CDMA network, you can type an email address.
5. Click **OK**.
6. Type a message.
7. Press the **Enter** key.

Send a PIN message

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Compose PIN**.
4. In the **To** field, perform one of the following actions:
   - Type a PIN. Press the **Enter** key.
   - If you have a PIN saved for a contact that is in your contact list, type the contact name. Press the **Enter** key.
5. Type a message.
6. Press the **Menu** key.
7. Click **Send**.

Related topics
Mailing lists, 218

Send an MMS message

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose MMS**.
4. Perform one of the following actions:

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- If the contact is not in your contact list, click **[Use Once]**. Click **Email** or **Phone**. Type an email address or an MMS phone number. Press the **Enter** key.
- If the contact is in your contact list, click a contact. Click an email address or phone number.

5. Type a message.
6. Press the key.
7. Click **Send**.

Related topics

Mailing lists, 218
View the size of an MMS message before sending it, 73
View the size of an MMS message before sending it, 73

Reply to a message

1. In a message, press the **Menu** key.
2. Click **Reply** or **Reply to All**.

Forward a message

You cannot forward MMS messages that contain content that is copyright protected.

1. In a message, press the **Menu** key.
2. Perform one of the following actions:
   - Click **Forward**.
   - Click **Forward As**. Click a message type.

Resend a message

You cannot change an SMS text message or MMS message before you resend it.

1. In a sent message, press the **Menu** key.
2. Perform one of the following actions:
   - To change the message, click **Edit**. Change the message. Press the **Menu** key. Click **Send**.
   - To change the recipients, click **Edit**. Highlight a contact. Press the **Menu** key. Click **Change Address**. Click a new contact. Press the **Menu** key. Click **Send**.
   - To resend the message without changing it, click **Resend**.

Stop a message from sending

You can stop a message from sending only if a clock icon appears beside the message.

1. On the Home screen, click the **Messages** icon.
2. Highlight the message.
3. Press the **Menu** key.
4. Click **Delete**.

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Managing messages

Open a message

1. On the Home screen, click the **Messages** icon.
2. Click a message.

If you open an MMS message and the content does not appear, press the **Menu** key. Click **Retrieve**.

Save a message

1. On the Home screen, click the **Messages** icon.
2. Highlight a message.
3. Press the **Menu** key.
4. Click **Save**.

Search for text in a message, in an attachment, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in an attachment, or on a web page, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Mark a message as opened or unopened

On the Home screen, click the **Messages** icon.

- To mark a single message as opened or unopened, highlight the message. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
- To mark all messages prior to a specific date as opened, highlight the date field, press the **Menu** key. Click **Mark Prior Opened**.

View an address instead of a display name

1. In a message, click a contact.
2. Click **Show Address**.

To view the display name again, click a contact. Click **Show Name**.

View messages in a specific folder

You can view email messages and MMS messages in a specific folder.

1. On the Home screen, click the **Messages** icon.

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2. Press the **Menu** key.
3. Click **View Folder**.
4. Click a folder.

Delete a message

1. On the Home screen, click the **Messages** icon.
2. Highlight a message.
3. Press the **Menu** key.
4. Click **Delete**.

Delete multiple messages

1. On the Home screen, click the **Messages** icon.
2. Perform one of the following actions:
   - To delete a range of messages, highlight a message. Press and hold the **Shift** key. On the trackpad, slide your finger up or down.Release the **Shift** key. Press the **Menu** key. Click **Delete Messages**.
   - To delete all messages prior to a certain date, highlight a date field. Press the **Menu** key. Click **Delete Prior**. Click **Delete**.

Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

Email messages

Email message basics

Send an email message

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose Email**.
4. In the **To** field, type an email address or a contact name.
5. Type a message.
6. Press the key.
7. Click **Send**.

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Delete the original text from a reply message

1. When you are replying to a message, press the **Menu** key.
2. Click **Delete Original Text**.

File an email message

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Highlight an email message.
3. Press the **Menu** key.
4. Click **File**.
5. Highlight a message folder.
6. Press the **Menu** key.
7. Click **File**.

Related topics

Reconcile email messages over the wireless network, 270

Attach a file to an email message

To attach a file saved on your organization's network, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. When you are composing an email message, press the **Menu** key.
2. Click **Attach File**.
   - To attach a file saved on your BlackBerry device memory or media card, navigate to the file. Click the file.
   - To attach a file saved on your organization's network, press the **Menu** key. Click **Go To**. Navigate to the file. Click the file. If necessary, type the credentials you use to connect to your organization's network.

Forward messages from a specific email message folder to your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Press the **Menu** key.
7. Click **Folder Redirection**.
8. Select the check box beside an email message folder.

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9. Press the **Menu** key.
10. Click **Save**.

Note: If you click the Select All menu item, all email messages, including email messages that appear in the sent items folder in the email application on your computer, appear on your BlackBerry device.

Related topics

Stop storing messages sent from your computer on your device, 57
Stop storing messages sent from your computer on your device, 57

Stop storing messages sent from your device on your computer

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Save Copy In Sent Folder** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

Stop storing messages sent from your computer on your device

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Press the **Menu** key.
7. Click **Folder Redirection**.
8. Clear the check box beside the **Sent Items** folder.
9. Press the **Menu** key.
10. Click **Save**.

Resize a picture before you send it as an attachment

When you attach a .jpg or .png picture file to an email message or MMS message, a dialog box appears that allows you to resize the picture.

1. In the dialog box that appears after you attach the picture, perform any of the following actions:
   - Select a new size.
   - If you are going to attach additional pictures and want to use the same size for all the pictures, select the **Apply to subsequent images** check box.
2. Click **OK**.

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Email message filters

About email message filters

You can create email message filters to specify which email messages are forwarded to your BlackBerry® device and which remain in the email application on your computer.

Email message filters are applied to email messages based on the order in which they appear in your list of email message filters. If you create multiple email message filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list.

Create an email message filter

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator. If you use the BlackBerry® Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Press the **Menu** key.
6. Click **New**.
7. Type a name for the email message filter.
8. Set the email message filter options.
9. Press the **Menu** key.
10. Click **Save**.

Create an email message filter based on a contact or subject

1. On the Home screen, click the **Messages** icon.
2. Highlight an email message.
3. Press the **Menu** key.
4. Click **Filter Sender** or **Filter Subject**.
5. Type a name for the email message filter.
6. Set the email message filter options.
7. Press the **Menu** key.
8. Click **Save**.

Options for email message filters

From:

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Specify one or more contacts or email addresses that the email message filter should search for in the From field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.

Sent to:
Specify one or more contacts or email addresses that the email message filter should search for in the Sent To field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.

Sent directly to me:
Set whether the email message filter applies to email messages that include your email address in the To field.

Cc to me:
Set whether the email message filter applies to email messages that include your email address in the CC field.

Bcc to me:
Set whether the email message filter applies to email messages that include your email address in the BCC field.

Importance:
Set the importance level of email messages that the email message filter applies to.

Sensitivity:
Set the sensitivity level of email messages that the email message filter applies to.

Action:
Set whether email messages that the email message filter applies to are forwarded to your BlackBerry® device. If email messages are forwarded, specify whether they are forwarded with high importance or with the email message header only.

Turn on an email message filter

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Select the check box beside an email message filter.
6. Press the **Menu** key.
7. Click **Save**.

Change an email message filter

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.

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4. Click **Email Filters**.
5. Highlight an email message filter.
6. Press the **Menu** key.
7. Click **Edit**.
8. Change the options for the email message filter.
9. Press the **Menu** key.
10. Click **Save**.

Prioritize email message filters

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Highlight an email message filter.
6. Press the **Menu** key.
7. Click **Move**.
8. Click the new location.

Delete an email message filter

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Highlight an email message filter.
6. Press the **Menu** key.
7. Click **Delete**.

Email message folders

About synchronization of email message folders

You can add, change, or delete email message folders in the email application on your computer or in the messages application on your BlackBerry® device. If wireless email reconciliation is turned on and your email account is associated with a BlackBerry® Enterprise Server that supports this feature, changes that you make to email message folders are synchronized over the wireless network.

If wireless email reconciliation is turned off or is not available for your device, you can make folder changes in the email application on your computer and then reconcile the changes to your device using the email settings tool of the BlackBerry® Desktop Manager. For more information about email reconciliation, see the BlackBerry® Desktop Software Online Help.

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Add, move, rename, or delete an email folder

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **View Folder**.
4. Highlight a folder.
5. Press the **Menu** key.
   - To add a folder, click **Add Folder**.
   - To move a folder, click **Move**. Click the new location.
   - To rename a folder, click **Rename**.
   - To delete a folder, click **Delete**.

Email message flags

About flags

You can add flags to email messages that you receive or send as a reminder to you or the recipients to follow up with the messages. You can use flags of different colors, add follow-up notes, and set due dates so that your BlackBerry® device reminds you to return to the email messages.

If wireless email reconciliation is turned on and your email account uses a BlackBerry® Enterprise Server that supports flags, changes that you make to flags on your device should be reflected in the email application on your computer. Likewise, changes that you make to flags in the email application on your computer should be reflected on your device.

If wireless email reconciliation is turned off, you can still manage flags for email messages on your device.

Add a flag

1. When you are composing or viewing an email message, press the **Menu** key.
2. Click **Flag for Follow Up**.
3. Press the **Menu** key.
4. Click **Save**.

Change a flag

You can change the status, color, note, or due date for a flag. If you make changes to a flag in an email message that you sent, the changes are reflected only on your device and are not sent to the recipient.

1. In an email message with a flag, press the **Menu** key.
2. Click **Flag Properties**.
3. Change the flag properties.
4. Press the **Menu** key.
5. Click **Save**.

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Remove a flag

1. In an email message with a flag, press the **Menu** key.
2. Click **Delete Flag**.

Email message options

Check spelling automatically before sending email messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Spell Check**.
3. Select the **Spell Check Email Before Sending** option.
4. Press the **Menu** key.
5. Click **Save**.

Set an out-of-office reply

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Use Out Of Office Reply** field to **Yes**.
7. In the text box that appears, type a reply.
8. If you use IBM® Lotus Notes®, in the **Until** field, set the date on which the out-of-office reply should turn off.
9. Press the **Menu** key.
10. Click **Save**.

To turn off the out-of-office reply, change the **Use Out Of Office Reply** field to **No**.

Turn on or turn off read receipts or delivery receipts

Depending on your wireless service provider or administrator, you might not be able to perform this task, or some of the options might not appear.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If the **Message Services** field appears, set this field to the appropriate email account.

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- To set whether your BlackBerry device sends a read receipt or delivery receipt when a sender requests it, change the **Send Read Receipts** and **Send Delivery Receipts** fields.
- To set whether your device requests delivery receipts or read receipts when you send email messages, change the **Confirm Delivery** and **Confirm Read** fields.

6. Press the **Menu** key.
7. Click **Save**.

View email messages in plain text format

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Enable HTML Email** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

Stop loading pictures in HTML email messages

By default, your BlackBerry® device automatically downloads and displays inline pictures that are embedded in HTML email messages.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Download Images Automatically** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

To view pictures in an HTML email message, press the **Menu** key. Click **Get Images**.

Turn off the prompt that appears before downloading external pictures in HTML email messages

Some HTML email messages contain links to external pictures on the internet. By default, your BlackBerry® device prompts you before downloading external pictures.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Confirm External Image Download** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

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Hide filed email messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Hide Filed Messages** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

Receive only the first section of long email messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Auto More** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

To download more of an email message, press the **Menu** key. Click **More** or **More All**.

Change the email address that you use to send messages or meeting invitations

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Messaging (CMIME)** field or the **Calendar (CICAL)** field.
5. Press the **Menu** key.
6. Click **Save**.

Stop forwarding email messages to your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Send Email to Handheld** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

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To forward email messages to your BlackBerry device again, change the **Send Email to Handheld** field to **Yes**.

PIN messages

About PIN messages

A PIN uniquely identifies BlackBerry® devices and BlackBerry enabled devices on the wireless network. If you have a contact who uses a BlackBerry device or a BlackBerry enabled device and you know that contact's PIN, you can send them PIN messages. PIN messages are not routed through your email account.

When your PIN message is delivered to the recipient, in a message inbox, a D appears with a check mark beside the PIN message.

Find your PIN

Perform one of the following actions:

- On the Home screen or in a folder, click the **Options** icon. Click **Status**.
- In a message, type **mypin** followed by a space.

Send a PIN message

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Compose PIN**.
4. In the **To** field, perform one of the following actions:
   - Type a PIN. Press the **Enter** key.
   - If you have a PIN saved for a contact that is in your contact list, type the contact name. Press the **Enter** key.
5. Type a message.
6. Press the **Menu** key.
7. Click **Send**.

Related topics

Mailing lists, 218

Set a high importance level for received PIN messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Set the **Make PIN Messages Level 1** field to **Yes**.

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6. Press the **Menu** key.
7. Click **Save**.

SMS text messages

SMS text message basics

About SMS text messages

To send and receive SMS text messages, your wireless service provider must set up your wireless service plan for SMS text messaging. Depending on your wireless service provider, this feature might not be supported.

You can forward SMS text messages as PIN messages or email messages. If your BlackBerry® device is connected to a CDMA network, you can also send an SMS text message to an email address.

If you have more than one phone number associated with your device, your device sends SMS text messages using the first phone number that appears in the drop-down list beside the My Number field at the top of the screen in the phone application.

Depending on the typing input language that you are using to type your SMS text messages, your messages might display to your recipients differently than you expect.

Send an SMS text message

You can send an SMS text message to up to ten recipients. Depending on your theme, a separate icon on the Home screen might appear for SMS text messages and MMS messages.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Compose SMS Text**.
4. In the **To** field, perform one of the following actions:
   - Type a contact name.
   - Press the **Menu** key. Click **Choose Contact**. Click a contact.
   - Type a phone number that can receive SMS text messages (include the country code and area code).
   - If your device is connected to a CDMA network, you can type an email address.
5. Click **OK**.
6. Type a message.
7. Press the **Enter** key.

Change your ring tone

1. On the Home screen, click the **Sounds** icon.
2. Click **Set Ring Tones/Alerts**.
3. Click the application or item that you want to change.
4. Perform one of the following actions:

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- To use a preloaded ring tone, in the **Ring Tone** field, click a ring tone.
- To use a ring tone that you downloaded, in the **Ring Tone** field, click **Select Music**. Navigate to a folder that contains ring tones. Click a ring tone.

5. Press the **Menu** key.
6. Click **Save**.

Delete the history from an SMS text message

Perform one of the following actions:

- To delete an individual message from the history, highlight the message. Press the **Menu** key. Click **Delete message**.
- To delete all the messages from the history and keep the chat open, when replying to a message, press the **Menu** key. Click **Clear Chat**.
- To delete all the messages from the history and close the chat, in your list of SMS text messages, highlight a message. Press the **Menu** key. Click **Delete**.

Options for SMS text messages

Set whether pressing the Enter key sends SMS text messages

You can stop your SMS text messages from being sent each time that you press the Enter key, which might prevent you from accidentally sending a message if you plan to include several lines of text.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Press Enter Key to Send** field.
4. Press the **Menu** key.
5. Click **Save**.

Change the appearance of SMS text messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Change the **Conversation Style** field.
4. Press the **Menu** key.
5. Click **Save**.

Show names in the history of SMS text messages

If you show your display name, this name appears only in the history of your SMS text messages, and not in messages that you send.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Show Names** field to **Yes**.
4. If you want to change your display name, beside the **Display Name** field, type a name.
5. Press the **Menu** key.
6. Click **Save**.

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Turn off AutoText for SMS text messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Disable AutoText** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Store SMS text messages on your SIM card

Depending on your wireless service provider and wireless network, this feature might not be supported.

If your BlackBerry® device uses a SIM card and you set your SIM card to store SMS text messages, your SMS text messages still appear in the messages application.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Leave Messages On SIM Card** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

To stop storing SMS text messages on your SIM card, set the **Leave Messages On SIM Card** field to **No**. If you set this field to No, your SMS text messages are deleted from your SIM card.

Request delivery reports for all SMS text messages

A delivery report notifies you when your SMS text message is delivered. Depending on your wireless service provider, this option might not appear.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Delivery Reports** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

When your SMS text message is delivered to your contact, a D appears with a check mark beside the message.

Set how long your service center attempts to send SMS text messages

If you send an SMS text message and it cannot be delivered immediately, your service center tries to send the SMS text message for the amount of time set in the Validity Period field. Depending on your wireless service provider, this option might not appear.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Validity Period** field.
4. Press the **Menu** key.
5. Click **Save**.

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Set a wireless network type for sending SMS text messages

Depending on your wireless service provider and wireless network, this feature might not be supported.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
   - To use only one network type to send SMS text messages, set the **Network to Send Over** field to **Circuit Switched** or **Packet Switched**.
   - To use either network type to send SMS text messages, which might be beneficial when roaming, set the **Network to Send Over** field to **Circuit Switched Preferred** or **Packet Switched Preferred**.
3. Press the **Menu** key.
4. Click **Save**.

Cell broadcasting

About cell broadcasting

Cell broadcasting is designed to enable wireless service providers to use SMS text messaging to send information to all BlackBerry® devices in a specific geographical area simultaneously. You can receive cell broadcast messages that contain a specific type of information by subscribing to a cell broadcast channel that provides that type of information. Different cell broadcast channels send different cell broadcast messages. For example, one cell broadcast channel might send regular weather forecasts while another might send traffic reports.

Turn on cell broadcasting

To perform this task, your BlackBerry® device must use a SIM card, and your wireless service provider must set up your SIM card with a cell broadcast channel or provide you with the ID for a cell broadcast channel.

Depending on your wireless service provider and the wireless network that your device is connected to, this feature might not be supported.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Cell Broadcast Settings**.
4. Change the **Cell Broadcasting Service** field to **On**.
   - If one or more cell broadcast channels appear on the screen, select the check box beside the channel.
   - If no cell broadcast channels appear on the screen, highlight the **Empty** field. Press the **Menu** key. Click **Add Channel**. Type the channel ID and a nickname. Click **OK**.
5. Select the check box beside a language.
6. Press the **Menu** key.
7. Click **Save**.

To turn off cell broadcasting, change the **Cell Broadcasting Service** field to **Off**. Before you turn off cell broadcasting, verify that your wireless service provider does not use cell broadcasting to manage services, such as preferred rates, based on your location.

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Stop receiving messages from a cell broadcast channel

Verify that your wireless service provider does not use the cell broadcast channel to manage services, such as preferred rates, based on your location.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Cell Broadcast Settings**.
4. Highlight a cell broadcast channel.
5. Press the **Menu** key.
   - To stop receiving messages from the cell broadcast channel, click **Disable**.
   - To delete the cell broadcast channel, click **Delete Channel**.

Rename a cell broadcast channel

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Cell Broadcast Settings**.
4. Highlight a cell broadcast channel.
5. Press the **Menu** key.
6. Click **Set Nickname**.
7. Type a name for the cell broadcast channel.
8. Click **OK**.

MMS messages

MMS message basics

About MMS messages

To send and receive MMS messages, your wireless service provider must set up your wireless service plan for MMS messaging.

You can send and receive media files such as .jpg, .gif, .wbmp, .midi, .vcf (vCard®), .ics (iCalendar), .avi, .mpg, or .mov files in MMS messages.

If you have more than one phone number associated with your BlackBerry® device, your device sends MMS messages using the first phone number that appears in the drop-down list beside the My Number field at the top of the screen in the phone application.

Send an MMS message

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Messages** icon.
2. Press the key.

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3. Click **Compose MMS**.
4. Perform one of the following actions:
   - If the contact is not in your contact list, click **[Use Once]**. Click **Email** or **Phone**. Type an email address or an MMS phone number. Press the **Enter** key.
   - If the contact is in your contact list, click a contact. Click an email address or phone number.
5. Type a message.
6. Press the key.
7. Click **Send**.

Related topics

Mailing lists, 218
View the size of an MMS message before sending it, 73
View the size of an MMS message before sending it, 73

Create a slide show in an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click one of the following menu items:
   - **Attach Picture**
   - **Attach Audio**
   - **Attach Video**
   - **Attach Voice Note**
3. Click a media file.
4. To add another media file, repeat steps 1 to 3.
5. To customize the slide show, perform any of the following actions:
   - To add text to a slide, highlight the empty field below the attachment. Type text.
   - To change how long a slide appears, change the **Slide Duration** field.
   - To move an item on a slide, click the item. Click **Move Field**. Click the new location.

Related topics

Attach a media file to an MMS message, 72
Attach a media file to an MMS message, 72

Resize a picture before you send it as an attachment

When you attach a .jpg or .png picture file to an email message or MMS message, a dialog box appears that allows you to resize the picture.

1. In the dialog box that appears after you attach the picture, perform any of the following actions:
   - Select a new size.
   - If you are going to attach additional pictures and want to use the same size for all the pictures, select the **Apply to subsequent images** check box.
2. Click **OK**.

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MMS message attachments

Attach a media file to an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click one of the following menu items:
   - **Attach Picture**
   - **Attach Audio**
   - **Attach Video**
   - **Attach Voice Note**
3. Click a media file.

Attach a contact or appointment to an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Perform one of the following actions:
   - To attach a contact, click **Attach Contact**. Highlight a contact.
   - To attach an appointment, click **Attach Appointment**. Highlight an appointment.
3. Press the **Menu** key.
4. Click **Continue**.

Add an appointment to your calendar from an MMS message

1. In an MMS message, highlight an iCalendar attachment.
2. Press the **Menu** key.
3. Click **View Appointment**.
4. Press the **Menu** key.
5. Click **Add To Calendar**.

Add a contact to your contact list from an MMS message

1. In an MMS message, highlight a vCard® attachment.
2. Press the **Menu** key.
3. Click **View Attachment**.
4. Press the **Menu** key.
5. Click **Add to Contacts**.

Save a media file from an MMS message

1. In an MMS message, press the **Menu** key.
2. Click one of the following menu items:
   - **Save Image**
   - **Save Audio**

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- **Save Ringtone**
- **Save Video**
- **Save Voice Note**

MMS message options

Request delivery or read notification for an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click **Options**.
3. Perform any of the following actions:
   - To receive notification when the message is delivered to the recipient, set the **Confirm Delivery** field to **Yes**.
   - To receive notification when the recipient opens the message, set the **Confirm Read** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Request delivery notification or read notification for all MMS messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **MMS**.
3. In the **Notifications** section, perform any of the following actions:
   - To receive notification when MMS messages are delivered to recipients, select the **Confirm Delivery** check box.
   - To receive notification when recipients open MMS messages, select the **Confirm Read** check box.
4. Press the **Menu** key.
5. Click **Save**.

View the size of an MMS message before sending it

1. In an MMS message, press the **Menu** key.
2. Click **Options**.

The Estimated Size field displays the size of the MMS message.

Stop receiving MMS messages when roaming

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **MMS**.
3. Set the **Multimedia Reception** and **Automatic Retrieval** fields to **Home Only**.
4. Press the **Menu** key.
5. Click **Save**.

Block MMS messages

1. On the Home screen or in a folder, click the **Options** icon.

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2. Click **MMS**.
3. In the **Message Filtering** section, select the **Reject Anonymous Messages** check box or the **Reject Advertisements** check box.
4. Press the **Menu** key.
5. Click **Save**.

Message list options

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Turn off the prompt that appears when you mark messages as opened

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Confirm Mark Prior Opened** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Set how long your device stores messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Set the **Keep Messages** field.
6. Press the **Menu** key.
7. Click **Save**.

Use color to differentiate work messages from other messages

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server.

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1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **General Settings**.
4. In the **Message Outline Colours** section, perform any of the following actions:
   - To set an outline color for email messages that are sent to your BlackBerry® device through a BlackBerry Enterprise Server, change the **Enterprise Messages** field.
   - To set an outline color for messages that are not sent to your device through a BlackBerry Enterprise Server, change the **Other Messages** field.
5. Press the **Menu** key.
6. Click **Save**.

Note: PIN messages might use the outline color that you have set for work email messages. For more information, contact your administrator.

Change how a message list displays messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
   - To view more of the subject line, change the **Display Message Header On** field to **2 lines**.
   - To change the order of the subject line and sender, change the **Display Order** field.
   - To change how messages are separated, change the **Separators** field.
5. Press the **Menu** key.
6. Click **Save**.

Open a new message automatically when you remove your device from your holster

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Auto Open Newest Message After Removing Device From Holster** field.
6. Press the **Menu** key.
7. Click **Save**.

About multiple message lists

Depending on your email setup option, you might be able to associate your BlackBerry® device with more than one email account. For example, you might be able to associate your device with a work email account and one or more personal email accounts. If you associate your device with more than one email account, multiple message lists might appear on your device. In a message list for a specific email account, you can open and manage email messages for that email account, and you can send messages using the email address for the email account. For more information about associating your device with more than one email account, see the *BlackBerry Internet Service Online Help*.

Depending on your theme, a separate message list might appear for SMS text messages and MMS messages.

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Hide messages from the main messages application

You can prevent messages from specific email accounts from appearing in the main messages application. You can also set a separate icon to appear on the Home screen for SMS text messages and MMS messages. Depending on your theme, a separate icon might already appear by default.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Inbox Settings**.
   - To hide messages from specific email accounts, in the **Email Accounts** section, clear the check box beside one or more email accounts.
   - To hide SMS text messages and MMS messages, in the **Other Message Types** section, clear the **SMS/MMS** check box.
5. Press the **Menu** key.
6. Click **Save**.

Hide the new or unopened message indicator

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
   - To hide the new message indicator, change the **Display New Message Indicator** field to **No**.
   - To hide the unopened message indicator, change the **Display Message Count** field to **None**.
5. Press the **Menu** key.
6. Click **Save**.

Hide sent messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Hide Sent Messages** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

View call logs in the messages application

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Call Logging**.
5. Perform one of the following actions:

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- To show recent and missed calls in the messages application, select the **All Calls** option.
- To hide call logs in the messages application, select the **None** option.

Block incoming messages

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server, you might not be able to block or unblock PIN messages from contacts within your organization, from contacts outside of your organization, or both. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Select the check box beside one or more message types.
5. Press the **Menu** key.
6. Click **Save**.

Note: Even though you do not receive blocked messages on your device, blocked messages might contribute to data usage in your wireless service plan. You can stop email messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or by using email message filters.

Allow messages from contacts in your contact list or allowed sender list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Select the **Contacts** check box or the **Specific address** check box.
5. Press the **Menu** key.
6. Click **Save**.

Add a contact to your allowed sender list

To perform this task, you must set the security firewall to allow messages from specific addresses. This setting allows you to receive messages from contacts in your allowed sender list.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Press the **Menu** key.
5. Click **Configure Exceptions**.
6. Press the **Menu** key.
7. Click one of the following menu items:
   - **Add Email Address**
   - **Add Phone Number**
   - **Add PIN**

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8. Type the contact information.
9. Press the **Enter** key.
10. Press the **Menu** key.
11. Click **Save**.

Reset a blocked message counter

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Highlight a message type.
5. Press the **Menu** key.
6. Click **Reset Count** or **Reset All Counts**.

S/MIME-protected messages

S/MIME-protected message basics

About signing and encrypting messages

If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can digitally sign or encrypt messages to add another level of security to email messages and PIN messages that you send from your BlackBerry device. Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. When you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message has not been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

To send an encrypted PIN message, you must have a PIN and an email address for the contact in your contact list. Your device uses the email address in your contact list to locate a PGP® key or certificate for the contact.

Sign or encrypt a message

You can sign or encrypt email messages and PIN messages.

1. When composing a message, change the **Encoding** field.
2. If necessary, change the **Classification** field.

Encrypt a message with a pass phrase

Your BlackBerry® device can encrypt email messages and PIN messages using a pass phrase shared between the sender and recipient.

1. In an unsent message, set the **Encoding** field to **Encrypt** or **Sign and Encrypt**.
2. Press the **Menu** key.

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3. Click **Options**.
4. Set the **Use Password-Based Encryption** field to **Yes**.
5. In the **Allowed Content Ciphers** section, select the check box beside one or more allowed content ciphers.
6. If you are signing the message, in the **Signing Options** section, select a certificate.
7. Press the **Menu** key.
8. Click **Save**.
9. Type your message.
10. Press the **Menu** key.
11. Click **Send**.
12. Type a pass phrase to encrypt the message.
13. Confirm the pass phrase.
14. Click **OK**.

Using a secure method, let the recipient know what the pass phrase is.

Attach a certificate to a message

You can attach a certificate to email messages and PIN messages.

1. When composing a message, press the **Menu** key.
2. Click **Attach Certificates**.
3. Highlight a certificate.
4. Press the **Menu** key.
5. Click **Continue**.

Download the certificate used to sign or encrypt a message

If a certificate is not included in a received message or is not already stored in the key store on your BlackBerry® device, you can download the certificate.

1. In a message, highlight the encryption indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Fetch Sender's Certificate**.

Add a certificate from a message

1. In a message, highlight a digital signature indicator.
2. Press the **Menu** key.
3. Click **Import Sender's certificate**.

Add a certificate from an attachment

1. In a message, click the certificate attachment.
2. Click **Retrieve Certificate Attachment**.
3. Click the certificate.
4. Click **Import Certificate**.

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Attachment indicators in S/MIME-protected messages

:
The message includes a certificate attachment.

:
The message includes multiple certificate attachments.

:
The message includes a certificate server attachment.

Add connection information for a certificate server from a message

1. In a message, highlight the certificate server indicator.
2. Press the **Menu** key.
3. Click **Import Server**.

View the certificate used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Display Sender's Certificate** or **Display Encryption Certificate**.

View encryption information for a weakly encrypted message

1. In a weakly encrypted message, highlight the encryption status indicator.
2. Press the **Menu** key.
3. Click **Encryption Details**.

S/MIME-protected message status

Digital signature indicators for S/MIME protected messages

:
Your BlackBerry® device verified the digital signature.

:
Your device cannot verify the digital signature.

:
Your device requires more data to verify the digital signature.

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:
Your device trusts the certificate chain.

:
The sender's email address does not match the email address of the certificate subject, or the sender's certificate is revoked, is not trusted, cannot be verified, or is not on your device.

:
The certificate is weak, the certificate status is not current, or your device requires more data to verify the trust status of the certificate.

:
The sender's certificate is expired.

Encryption status indicators

Your administrator sets whether messages that you receive are considered to be strong or weak.

:
The message is strongly encrypted.

:
The message is weakly encrypted.

Check the status of a certificate or certificate chain

If a certificate is included in a received message, or is already stored in the key store on your BlackBerry® device, you can check the status of the sender's certificate, or you can check the status of the sender's certificate and all other certificates in the certificate chain.

1. In a message, highlight a digital signature indicator.
2. Press the **Menu** key.
3. Click **Check Sender's Certificate** or **Check Sender's Cert Chain**.

S/MIME-protected message options

Change your signing or encryption certificate

Your BlackBerry® device uses your encryption certificate to encrypt messages in the sent items folder and includes your encryption certificate in messages that you send so that recipients can encrypt their reply messages.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. In the **Signing Options** section or the **Encryption Options** section, change the **Certificate** field.
5. Press the **Menu** key.

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6. Click **Save**.

Change options for downloading attachments in encrypted messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Perform one of the following actions:
   - To download attachments in encrypted messages automatically, change the **Retrieve Encrypted Attachment Information** field to **Automatically**.
   - To download attachments in encrypted messages manually, change the **Retrieve Encrypted Attachment Information** field to **Manually**.
   - To prevent your BlackBerry® device from downloading attachments in encrypted messages, change the **Retrieve Encrypted Attachment Information** field to **Never**.
5. Press the **Menu** key.
6. Click **OK**.

Change the default signing and encryption option

Your BlackBerry® device is designed to use the default signing and encryption option when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received message from the contact previously, your device tries to use the signing and encryption option that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME** or **PGP**.
4. Change the **Default Encoding** field.
5. Press the **Menu** key.
6. Click **Save**.

About message classifications

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature and your administrator turns on message classifications, the BlackBerry Enterprise Server applies a minimum set of security actions to each message that you compose, forward, or reply to, based on the classification that you assign to the message. Your administrator specifies the message classifications that you can use.

If you receive a message that uses message classifications, you can view the abbreviation for the classification in the subject line of the message and the full description for the classification in the body of the message. You can also view the abbreviation and full description for the classification for a sent message in the sent items folder.

Change the default message classification

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature and your administrator must turn on message classifications.

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Your BlackBerry device is designed to use the default message classification when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your device tries to use the message classification that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Default Classification** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the size of S/MIME indicators in messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Message Viewer Icons** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the encryption algorithms for S/MIME-protected messages

If a message has multiple recipients, your BlackBerry® device uses the first selected encryption algorithm in the list that all recipients are known to support.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Select the check box beside one or more encryption algorithms.
5. Press the **Menu** key.
6. Click **Save**.

Request delivery notification for signed S/MIME-protected messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Request S/MIME Receipts** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears before an S/MIME-protected message is truncated

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Warn about truncated messages** field to **No**.

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5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about truncated messages** field to **Yes**.

Turn off the prompt that appears when you use an S/MIME certificate that is not recommended for use

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Warn about problems with my certificates** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about problems with my certificates** field to **Yes**.

S/MIME-protected message troubleshooting

Some signing and encryption options are not available on my device

Try performing the following actions:

- Verify that the email account that you are using supports all signing and encryption options.
- If you use message classifications, verify that the message classification supports the signing or encryption options that you want. Try using a different message classification.

I cannot open an attachment in an encrypted message

The attachment information might not be available on the BlackBerry® Enterprise Server, your administrator might have set options to prevent you from opening attachments in encrypted messages, or you might have received the message from an email account that does not support attachments in encrypted messages.

You cannot open an attachment in a PGP® protected message that was encrypted using the OpenPGP format by an IBM® Lotus Notes® client working with PGP® Desktop Professional or that was encrypted by the PGP® Universal Server.

IBM Lotus Notes native encrypted messages

About IBM Lotus Notes native encrypted messages

If your email account is associated with a BlackBerry® Enterprise Server that supports this feature, you can read messages on your BlackBerry device that are sent using IBM® Lotus Notes® native encryption. You might also be able to send, forward, or reply to messages using IBM Lotus Notes native encryption.

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Before you can send or receive IBM Lotus Notes native encrypted messages, you must import your IBM Lotus Notes ID file using Lotus® iNotes® (previously known as IBM® Lotus® Domino® Web Access) or using the BlackBerry® Desktop Manager. For more information about importing your IBM Lotus Notes ID file using the BlackBerry Desktop Manager, see the online help that is available in the BlackBerry Desktop Manager. When sending or receiving IBM Lotus Notes native encrypted messages, you might be prompted to type your IBM Lotus Notes ID password.

Prerequisites: IBM Lotus Notes native encryption

- Your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server for IBM® Lotus® Domino®.
- Your computer must be running IBM® Lotus Notes® version 7.0 or later with an email account on an IBM Lotus Domino server version 7.0 or later.
- You must import your IBM Lotus Notes ID file using Lotus® iNotes® (previously known as IBM® Lotus® Domino® Web Access), or using the BlackBerry® Desktop Manager.

Encrypt a message using IBM Lotus Notes native encryption

1. When composing, forwarding or replying to a message, change the **Encoding** field to **Lotus Notes Encryption**.
2. If you are prompted, type your IBM® Lotus Notes® ID password.

PGP protected messages

PGP protected message basics

About signing and encrypting messages

If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can digitally sign or encrypt messages to add another level of security to email messages and PIN messages that you send from your BlackBerry device. Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. When you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message has not been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

To send an encrypted PIN message, you must have a PIN and an email address for the contact in your contact list. Your device uses the email address in your contact list to locate a PGP® key or certificate for the contact.

Sign or encrypt a message

You can sign or encrypt email messages and PIN messages.

1. When composing a message, change the **Encoding** field.
2. If necessary, change the **Classification** field.

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Encrypt a PGP protected message with a pass phrase

By default, your BlackBerry® device uses your PGP® key to encrypt messages.

1. When composing a message, change the **Encoding** field to one that uses encryption.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Use Conventional Encryption** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Using a secure method, let the recipient know what the pass phrase is.

Attach a PGP key to a message

You can attach a PGP® key to email messages and PIN messages.

1. When composing a message, press the **Menu** key.
2. Click **Attach PGP Keys**.
3. Highlight a PGP key.
4. Press the **Menu** key.
5. Click **Continue**.

Download the PGP key used to sign or encrypt a message

If a PGP® key is not included in a received message or is not already stored in the key store on your BlackBerry® device, you can download the PGP key. If you use the PGP® Universal Server, you might not be able to download the sender's PGP key, or your device might download the sender's PGP key from the PGP Universal Server automatically.

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Fetch Sender's PGP key**.

Add a PGP key from a message

If you use the PGP® Universal Server, you might not be able to add PGP keys from messages.

1. In a message, highlight a digital signature indicator.
2. Press the **Menu** key.
3. Click **Import PGP Key**.

Add a PGP key from an attachment

If you use the PGP® Universal Server, you might not be able to add PGP keys from attachments.

1. In a message, click the PGP key attachment.
2. Click **Retrieve PGP Attachment**.
3. Click the PGP key.
4. Click **Import PGP Key**.

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Attachment indicators in PGP protected messages

:
The message includes a PGP® key attachment.

:
The message includes multiple PGP key attachments.

:
The message includes a certificate server attachment.

Add connection information for a certificate server from a message

1. In a message, highlight the certificate server indicator.
2. Press the **Menu** key.
3. Click **Import Server**.

View the PGP key used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Display Sender's PGP Key** or **Display Encryption PGP key**.

PGP protected message status

Encryption status indicators

Your administrator sets whether messages that you receive are considered to be strong or weak.

:
The message is strongly encrypted.

:
The message is weakly encrypted.

Digital signature indicators for PGP protected messages

:
Your BlackBerry® device verified the digital signature.

:

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Your device cannot verify the digital signature.

:

Your device requires more data to verify the digital signature.

:

Your device trusts the sender's PGP® key.

:

The sender's email address does not match the email address in the key, or the sender's PGP key is revoked, is not trusted, cannot be verified, or is not on your device.

:

The key status is not current, or your device requires more data to verify the trust status of the key.

:

The sender's PGP key is expired.

PGP protected message options

Change your signing and encryption key

Your BlackBerry® device uses your PGP® key to encrypt messages in the sent items folder and includes your PGP public key in messages that you send so that recipients can encrypt their reply messages.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Change the **Default Key** field.
5. Press the **Menu** key.
6. Click **Save**.

Change options for downloading attachments in encrypted messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Perform one of the following actions:
   - To download attachments in encrypted messages automatically, change the **Retrieve Encrypted Attachment Information** field to **Automatically**.
   - To download attachments in encrypted messages manually, change the **Retrieve Encrypted Attachment Information** field to **Manually**.
   - To prevent your BlackBerry® device from downloading attachments in encrypted messages, change the **Retrieve Encrypted Attachment Information** field to **Never**.

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5. Press the **Menu** key.
6. Click **OK**.

Change the default signing and encryption option

Your BlackBerry® device is designed to use the default signing and encryption option when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received message from the contact previously, your device tries to use the signing and encryption option that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME** or **PGP**.
4. Change the **Default Encoding** field.
5. Press the **Menu** key.
6. Click **Save**.

About message classifications

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature and your administrator turns on message classifications, the BlackBerry Enterprise Server applies a minimum set of security actions to each message that you compose, forward, or reply to, based on the classification that you assign to the message. Your administrator specifies the message classifications that you can use.

If you receive a message that uses message classifications, you can view the abbreviation for the classification in the subject line of the message and the full description for the classification in the body of the message. You can also view the abbreviation and full description for the classification for a sent message in the sent items folder.

Change the default message classification

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature and your administrator must turn on message classifications.

Your BlackBerry device is designed to use the default message classification when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your device tries to use the message classification that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Default Classification** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the size of PGP indicators in messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.

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4. Change the **Message Viewer Icons** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the encryption algorithms for PGP protected messages

If a message has multiple recipients, your BlackBerry® device uses the first selected encryption algorithm in the list that all recipients are known to support.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Select the check box beside one or more encryption algorithms.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears before a PGP protected message is truncated

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Change the **Warn about truncated messages** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about truncated messages** field to **Yes**.

Turn off the prompt that appears when you use a PGP key that is not recommended for use

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Change the **Warn about problems with my PGP keys** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about problems with my PGP keys** field to **Yes**.

Troubleshooting: PGP protected messages

Some signing and encryption options are not available on my device

Try performing the following actions:

- Verify that the email account that you are using supports all signing and encryption options.

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- If you use message classifications, verify that the message classification supports the signing or encryption options that you want. Try using a different message classification.

I cannot open an attachment in an encrypted message

The attachment information might not be available on the BlackBerry® Enterprise Server, your administrator might have set options to prevent you from opening attachments in encrypted messages, or you might have received the message from an email account that does not support attachments in encrypted messages.

You cannot open an attachment in a PGP® protected message that was encrypted using the OpenPGP format by an IBM® Lotus Notes® client working with PGP® Desktop Professional or that was encrypted by the PGP® Universal Server.

Message shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

In a message

- To reply to a message, press **R**.
- To reply to all in an email message or a PIN message, press **L**.
- To forward a message, press **F**.
- To file a highlighted email message, press **I**.
- To view the email address of a contact, highlight the contact in the **To** or **From** field. Press **Q**. To view the display name, press **Q** again.
- To move to the last cursor position after you close and reopen a received email message or PIN message, press **G**.

In a message list

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press **C**.
- To mark a message as opened or unopened, press the **Alt** key and **U**.
- To add a flag to a highlighted message, press **W**.
- To view all flagged messages, press the **Alt** key and **F**.
- To view received messages and received call logs, press the **Alt** key and **I**.
- To view sent messages, press the **Alt** key and **O**.
- To view voice mail messages, press the **Alt** key and **V**.
- To view SMS text messages, press the **Alt** key and **S**.
- To view call logs, press the **Alt** key and **P**.
- To view all your messages, press the **Escape** key.

Move around a message list

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **T**.
- To move to the bottom of a message list, press **B**.
- To move to the next date, press **N**.

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- To move to the previous date, press **P**.
- To move to the next unopened item, press **U**.
- To move to the next related message, press **J**.
- To move to the previous related message, press **K**.

Troubleshooting messages

I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address, a PIN, or a phone number for your contact.
- If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

Related topics

Change a contact, 216
Turn off the connection to the wireless network, 307
Generate an encryption key, 340
Turn on or turn off data service or set roaming options, 307
Resend a message, 53
Resend a message, 53

I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.

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- If you have not received a registration message from the wireless network, register your device.On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- If you have a WLAN enabled device and if your device uses a software token to connect to a WLAN network or to log in to a VPN, reset your device and connect to the WLAN network or log in to the VPN again.
- Verify that your device is not blocking messages. For more information, contact your administrator.

Related topics

Change an email message filter, 59
Forward messages from a specific email message folder to your device, 56

I cannot file email messages

Try performing the following actions:

- Verify that wireless email reconciliation is turned on.
- If your email message folders do not appear on your BlackBerry® device, reconcile your email messages using the email settings tool of the BlackBerry® Desktop Manager. For more information, see the *BlackBerry Desktop Software Online Help*.

Related topics

Reconcile email messages over the wireless network, 270

I cannot send SMS text messages

Depending on your wireless service plan, this feature might not be supported.

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- Verify that fixed dialing is turned off.

I am not receiving SMS text messages

Depending on your wireless service plan, this feature might not be supported.

Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.

The number of new or unopened messages is different than I expected

The number of new or unopened messages includes saved messages and filed messages.

If you have set your BlackBerry® device to hide filed messages and you receive a new message from an email message folder in the email application on your computer other than your inbox, your device files the message.

Related topics

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View messages in a specific folder, 54
View messages in a specific folder, 54

Some messages no longer appear on my device

If your BlackBerry® application memory is full or you have more than 65 000 email, PIN, SMS text, and MMS messages, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

A message or attachment does not appear or is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the **Menu** key. Click **More** or **More All**.
- If you are downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

HTML email messages do not appear correctly

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- Try downloading external pictures. Press the **Menu** key. Click **Get Images**.
- Try viewing your message in plain text. Press the **Menu** key. Click **Get Plain Text**.

Some email message folders appear dimmed

If you cannot forward email messages from an email message folder, the check box beside the folder appears dimmed.

Try performing the following actions:

- Wait for a few seconds. The email message folders might become available after a short period of time.
- Turn off wireless email reconciliation, and then turn it on again.

Related topics

Reconcile email messages over the wireless network, 270

Email message filters are not working correctly

Try performing the following actions:

- Verify that your email message filters are turned on.
- Verify that your email message filters appear in the order that you want your BlackBerry® device to apply them to email messages.

Related topics

Email message filters, 58
Email message filters, 58

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I cannot turn on cell broadcasting

If your BlackBerry® device uses a SIM card, your SIM card might not support the display languages that you have selected for cell broadcast messages.

Clear the check box beside all languages that your SIM card does not support.

I cannot attach a file to an MMS message

Depending on your wireless service provider, if you attach a video, you might not be able to attach another file or create a slide show.

Try performing the following actions:

- Verify that the file is a .vcf (vCard®) file, an .ics (iCalendar) file, or a media file (for example, a .jpg, .gif, or .midi file).
- Verify that the file is not copyright protected.
- If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

Related topics

View a list of saved searches, 267

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related topics

Feature availability, 0

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Messages

Message basics

Composing messages

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the **Escape** key.
   - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
   - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
   - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

Save a draft of a message

1. When you are composing a message, press the **Menu** key.
2. Click **Save Draft**.

Set the importance level for a message

You can set the importance level for an email message, PIN message, or MMS message.

1. When you are composing a message, press the **Menu** key.
2. Click **Options**.
3. Set the **Importance** field.
4. Press the **Menu** key.
5. Click **Save**.

Blind carbon copy a contact

You can blind carbon copy a contact in an email message, a PIN message, or an MMS message.

1. When you are composing a message, press the **Menu** key.
2. Click **Add Bcc**.

Attach a contact to a message

You can attach a contact to an email message, a PIN message, or an MMS message.

1. When you are composing a message, press the **Menu** key.

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2. Click **Attach Address** or **Attach Contact**.
3. Click a contact.

Add a signature to your work email messages

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Set the **Use Auto Signature** field to **Yes**.
7. In the text box that appears, type a signature.
8. Press the **Menu** key.
9. Click **Save**.

Your signature is added to email messages after you send them.

Delete the disclaimer from an email message

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature, the BlackBerry Enterprise Server might add a disclaimer to email messages after you send them.

1. When you are composing an email message, press the **Menu** key.
2. Click **Remove Disclaimer**.

To add the disclaimer again, press the **Menu** key. Click **Add Disclaimer**.

Create a link for a PIN

You can create a link for a PIN in messages, calendar entries, tasks, or memos. If you click the link, you can send a PIN message.

When typing text, type **pin:** and the PIN.

Sending messages

Send an email message

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose Email**.
4. In the **To** field, type an email address or a contact name.
5. Type a message.
6. Press the key.

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7. Click **Send**.

Related topics
Search for contacts in your organization's address book, 216
Mailing lists, 218

Send an SMS text message

You can send an SMS text message to up to ten recipients. Depending on your theme, a separate icon on the Home screen might appear for SMS text messages and MMS messages.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Compose SMS Text**.
4. In the **To** field, perform one of the following actions:
   - Type a contact name.
   - Press the **Menu** key. Click **Choose Contact**. Click a contact.
   - Type a phone number that can receive SMS text messages (include the country code and area code).
   - If your device is connected to a CDMA network, you can type an email address.
5. Click **OK**.
6. Type a message.
7. Press the **Enter** key.

Send a PIN message

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Compose PIN**.
4. In the **To** field, perform one of the following actions:
   - Type a PIN. Press the **Enter** key.
   - If you have a PIN saved for a contact that is in your contact list, type the contact name. Press the **Enter** key.
5. Type a message.
6. Press the **Menu** key.
7. Click **Send**.

Related topics
Mailing lists, 218

Send an MMS message

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose MMS**.
4. Perform one of the following actions:

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- If the contact is not in your contact list, click **[Use Once]**. Click **Email** or **Phone**. Type an email address or an MMS phone number. Press the **Enter** key.
- If the contact is in your contact list, click a contact. Click an email address or phone number.

5. Type a message.
6. Press the key.
7. Click **Send**.

Related topics

Mailing lists, 218
View the size of an MMS message before sending it, 73
View the size of an MMS message before sending it, 73

Reply to a message

1. In a message, press the **Menu** key.
2. Click **Reply** or **Reply to All**.

Forward a message

You cannot forward MMS messages that contain content that is copyright protected.

1. In a message, press the **Menu** key.
2. Perform one of the following actions:
   - Click **Forward**.
   - Click **Forward As**. Click a message type.

Resend a message

You cannot change an SMS text message or MMS message before you resend it.

1. In a sent message, press the **Menu** key.
2. Perform one of the following actions:
   - To change the message, click **Edit**. Change the message. Press the **Menu** key. Click **Send**.
   - To change the recipients, click **Edit**. Highlight a contact. Press the **Menu** key. Click **Change Address**. Click a new contact. Press the **Menu** key. Click **Send**.
   - To resend the message without changing it, click **Resend**.

Stop a message from sending

You can stop a message from sending only if a clock icon appears beside the message.

1. On the Home screen, click the **Messages** icon.
2. Highlight the message.
3. Press the **Menu** key.
4. Click **Delete**.

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Managing messages

Open a message

1. On the Home screen, click the **Messages** icon.
2. Click a message.

If you open an MMS message and the content does not appear, press the **Menu** key. Click **Retrieve**.

Save a message

1. On the Home screen, click the **Messages** icon.
2. Highlight a message.
3. Press the **Menu** key.
4. Click **Save**.

Search for text in a message, in an attachment, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in an attachment, or on a web page, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Mark a message as opened or unopened

On the Home screen, click the **Messages** icon.

- To mark a single message as opened or unopened, highlight the message. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
- To mark all messages prior to a specific date as opened, highlight the date field, press the **Menu** key. Click **Mark Prior Opened**.

View an address instead of a display name

1. In a message, click a contact.
2. Click **Show Address**.

To view the display name again, click a contact. Click **Show Name**.

View messages in a specific folder

You can view email messages and MMS messages in a specific folder.

1. On the Home screen, click the **Messages** icon.

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2. Press the **Menu** key.
3. Click **View Folder**.
4. Click a folder.

Delete a message

1. On the Home screen, click the **Messages** icon.
2. Highlight a message.
3. Press the **Menu** key.
4. Click **Delete**.

Delete multiple messages

1. On the Home screen, click the **Messages** icon.
2. Perform one of the following actions:
   - To delete a range of messages, highlight a message. Press and hold the **Shift** key. On the trackpad, slide your finger up or down.Release the **Shift** key. Press the **Menu** key. Click **Delete Messages**.
   - To delete all messages prior to a certain date, highlight a date field. Press the **Menu** key. Click **Delete Prior**. Click **Delete**.

Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

Email messages

Email message basics

Send an email message

1. On the Home screen, click the **Messages** icon.
2. Press the key.
3. Click **Compose Email**.
4. In the **To** field, type an email address or a contact name.
5. Type a message.
6. Press the key.
7. Click **Send**.

Related topics

Search for contacts in your organization's address book, 216
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Delete the original text from a reply message

1. When you are replying to a message, press the **Menu** key.
2. Click **Delete Original Text**.

File an email message

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Highlight an email message.
3. Press the **Menu** key.
4. Click **File**.
5. Highlight a message folder.
6. Press the **Menu** key.
7. Click **File**.

Related topics

Reconcile email messages over the wireless network, 270

Attach a file to an email message

To attach a file saved on your organization's network, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. When you are composing an email message, press the **Menu** key.
2. Click **Attach File**.
   - To attach a file saved on your BlackBerry device memory or media card, navigate to the file. Click the file.
   - To attach a file saved on your organization's network, press the **Menu** key. Click **Go To**. Navigate to the file. Click the file. If necessary, type the credentials you use to connect to your organization's network.

Forward messages from a specific email message folder to your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Press the **Menu** key.
7. Click **Folder Redirection**.
8. Select the check box beside an email message folder.

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9. Press the **Menu** key.
10. Click **Save**.

Note: If you click the Select All menu item, all email messages, including email messages that appear in the sent items folder in the email application on your computer, appear on your BlackBerry device.

Related topics

Stop storing messages sent from your computer on your device, 57
Stop storing messages sent from your computer on your device, 57

Stop storing messages sent from your device on your computer

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Save Copy In Sent Folder** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

Stop storing messages sent from your computer on your device

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Press the **Menu** key.
7. Click **Folder Redirection**.
8. Clear the check box beside the **Sent Items** folder.
9. Press the **Menu** key.
10. Click **Save**.

Resize a picture before you send it as an attachment

When you attach a .jpg or .png picture file to an email message or MMS message, a dialog box appears that allows you to resize the picture.

1. In the dialog box that appears after you attach the picture, perform any of the following actions:
   - Select a new size.
   - If you are going to attach additional pictures and want to use the same size for all the pictures, select the **Apply to subsequent images** check box.
2. Click **OK**.

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Email message filters

About email message filters

You can create email message filters to specify which email messages are forwarded to your BlackBerry® device and which remain in the email application on your computer.

Email message filters are applied to email messages based on the order in which they appear in your list of email message filters. If you create multiple email message filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list.

Create an email message filter

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator. If you use the BlackBerry® Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Press the **Menu** key.
6. Click **New**.
7. Type a name for the email message filter.
8. Set the email message filter options.
9. Press the **Menu** key.
10. Click **Save**.

Create an email message filter based on a contact or subject

1. On the Home screen, click the **Messages** icon.
2. Highlight an email message.
3. Press the **Menu** key.
4. Click **Filter Sender** or **Filter Subject**.
5. Type a name for the email message filter.
6. Set the email message filter options.
7. Press the **Menu** key.
8. Click **Save**.

Options for email message filters

From:

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Specify one or more contacts or email addresses that the email message filter should search for in the From field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.

Sent to:
Specify one or more contacts or email addresses that the email message filter should search for in the Sent To field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.

Sent directly to me:
Set whether the email message filter applies to email messages that include your email address in the To field.

Cc to me:
Set whether the email message filter applies to email messages that include your email address in the CC field.

Bcc to me:
Set whether the email message filter applies to email messages that include your email address in the BCC field.

Importance:
Set the importance level of email messages that the email message filter applies to.

Sensitivity:
Set the sensitivity level of email messages that the email message filter applies to.

Action:
Set whether email messages that the email message filter applies to are forwarded to your BlackBerry® device. If email messages are forwarded, specify whether they are forwarded with high importance or with the email message header only.

Turn on an email message filter

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Select the check box beside an email message filter.
6. Press the **Menu** key.
7. Click **Save**.

Change an email message filter

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.

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4. Click **Email Filters**.
5. Highlight an email message filter.
6. Press the **Menu** key.
7. Click **Edit**.
8. Change the options for the email message filter.
9. Press the **Menu** key.
10. Click **Save**.

Prioritize email message filters

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Highlight an email message filter.
6. Press the **Menu** key.
7. Click **Move**.
8. Click the new location.

Delete an email message filter

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Filters**.
5. Highlight an email message filter.
6. Press the **Menu** key.
7. Click **Delete**.

Email message folders

About synchronization of email message folders

You can add, change, or delete email message folders in the email application on your computer or in the messages application on your BlackBerry® device. If wireless email reconciliation is turned on and your email account is associated with a BlackBerry® Enterprise Server that supports this feature, changes that you make to email message folders are synchronized over the wireless network.

If wireless email reconciliation is turned off or is not available for your device, you can make folder changes in the email application on your computer and then reconcile the changes to your device using the email settings tool of the BlackBerry® Desktop Manager. For more information about email reconciliation, see the BlackBerry® Desktop Software Online Help.

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Add, move, rename, or delete an email folder

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **View Folder**.
4. Highlight a folder.
5. Press the **Menu** key.
   - To add a folder, click **Add Folder**.
   - To move a folder, click **Move**. Click the new location.
   - To rename a folder, click **Rename**.
   - To delete a folder, click **Delete**.

Email message flags

About flags

You can add flags to email messages that you receive or send as a reminder to you or the recipients to follow up with the messages. You can use flags of different colors, add follow-up notes, and set due dates so that your BlackBerry® device reminds you to return to the email messages.

If wireless email reconciliation is turned on and your email account uses a BlackBerry® Enterprise Server that supports flags, changes that you make to flags on your device should be reflected in the email application on your computer. Likewise, changes that you make to flags in the email application on your computer should be reflected on your device.

If wireless email reconciliation is turned off, you can still manage flags for email messages on your device.

Add a flag

1. When you are composing or viewing an email message, press the **Menu** key.
2. Click **Flag for Follow Up**.
3. Press the **Menu** key.
4. Click **Save**.

Change a flag

You can change the status, color, note, or due date for a flag. If you make changes to a flag in an email message that you sent, the changes are reflected only on your device and are not sent to the recipient.

1. In an email message with a flag, press the **Menu** key.
2. Click **Flag Properties**.
3. Change the flag properties.
4. Press the **Menu** key.
5. Click **Save**.

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Remove a flag

1. In an email message with a flag, press the **Menu** key.
2. Click **Delete Flag**.

Email message options

Check spelling automatically before sending email messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Spell Check**.
3. Select the **Spell Check Email Before Sending** option.
4. Press the **Menu** key.
5. Click **Save**.

Set an out-of-office reply

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Use Out Of Office Reply** field to **Yes**.
7. In the text box that appears, type a reply.
8. If you use IBM® Lotus Notes®, in the **Until** field, set the date on which the out-of-office reply should turn off.
9. Press the **Menu** key.
10. Click **Save**.

To turn off the out-of-office reply, change the **Use Out Of Office Reply** field to **No**.

Turn on or turn off read receipts or delivery receipts

Depending on your wireless service provider or administrator, you might not be able to perform this task, or some of the options might not appear.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If the **Message Services** field appears, set this field to the appropriate email account.

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- To set whether your BlackBerry device sends a read receipt or delivery receipt when a sender requests it, change the **Send Read Receipts** and **Send Delivery Receipts** fields.
- To set whether your device requests delivery receipts or read receipts when you send email messages, change the **Confirm Delivery** and **Confirm Read** fields.

6. Press the **Menu** key.
7. Click **Save**.

View email messages in plain text format

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Enable HTML Email** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

Stop loading pictures in HTML email messages

By default, your BlackBerry® device automatically downloads and displays inline pictures that are embedded in HTML email messages.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Download Images Automatically** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

To view pictures in an HTML email message, press the **Menu** key. Click **Get Images**.

Turn off the prompt that appears before downloading external pictures in HTML email messages

Some HTML email messages contain links to external pictures on the internet. By default, your BlackBerry® device prompts you before downloading external pictures.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Confirm External Image Download** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

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Hide filed email messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Hide Filed Messages** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

Receive only the first section of long email messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Auto More** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

To download more of an email message, press the **Menu** key. Click **More** or **More All**.

Change the email address that you use to send messages or meeting invitations

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Messaging (CMIME)** field or the **Calendar (CICAL)** field.
5. Press the **Menu** key.
6. Click **Save**.

Stop forwarding email messages to your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Settings**.
5. If necessary, change the **Message Services** field.
6. Change the **Send Email to Handheld** field to **No**.
7. Press the **Menu** key.
8. Click **Save**.

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To forward email messages to your BlackBerry device again, change the **Send Email to Handheld** field to **Yes**.

PIN messages

About PIN messages

A PIN uniquely identifies BlackBerry® devices and BlackBerry enabled devices on the wireless network. If you have a contact who uses a BlackBerry device or a BlackBerry enabled device and you know that contact's PIN, you can send them PIN messages. PIN messages are not routed through your email account.

When your PIN message is delivered to the recipient, in a message inbox, a D appears with a check mark beside the PIN message.

Find your PIN

Perform one of the following actions:

- On the Home screen or in a folder, click the **Options** icon. Click **Status**.
- In a message, type **mypin** followed by a space.

Send a PIN message

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Compose PIN**.
4. In the **To** field, perform one of the following actions:
   - Type a PIN. Press the **Enter** key.
   - If you have a PIN saved for a contact that is in your contact list, type the contact name. Press the **Enter** key.
5. Type a message.
6. Press the **Menu** key.
7. Click **Send**.

Related topics

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Set a high importance level for received PIN messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Set the **Make PIN Messages Level 1** field to **Yes**.

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6. Press the **Menu** key.
7. Click **Save**.

SMS text messages

SMS text message basics

About SMS text messages

To send and receive SMS text messages, your wireless service provider must set up your wireless service plan for SMS text messaging. Depending on your wireless service provider, this feature might not be supported.

You can forward SMS text messages as PIN messages or email messages. If your BlackBerry® device is connected to a CDMA network, you can also send an SMS text message to an email address.

If you have more than one phone number associated with your device, your device sends SMS text messages using the first phone number that appears in the drop-down list beside the My Number field at the top of the screen in the phone application.

Depending on the typing input language that you are using to type your SMS text messages, your messages might display to your recipients differently than you expect.

Send an SMS text message

You can send an SMS text message to up to ten recipients. Depending on your theme, a separate icon on the Home screen might appear for SMS text messages and MMS messages.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Compose SMS Text**.
4. In the **To** field, perform one of the following actions:
   - Type a contact name.
   - Press the **Menu** key. Click **Choose Contact**. Click a contact.
   - Type a phone number that can receive SMS text messages (include the country code and area code).
   - If your device is connected to a CDMA network, you can type an email address.
5. Click **OK**.
6. Type a message.
7. Press the **Enter** key.

Change your ring tone

1. On the Home screen, click the **Sounds** icon.
2. Click **Set Ring Tones/Alerts**.
3. Click the application or item that you want to change.
4. Perform one of the following actions:

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- To use a preloaded ring tone, in the **Ring Tone** field, click a ring tone.
- To use a ring tone that you downloaded, in the **Ring Tone** field, click **Select Music**. Navigate to a folder that contains ring tones. Click a ring tone.

5. Press the **Menu** key.
6. Click **Save**.

Delete the history from an SMS text message

Perform one of the following actions:

- To delete an individual message from the history, highlight the message. Press the **Menu** key. Click **Delete message**.
- To delete all the messages from the history and keep the chat open, when replying to a message, press the **Menu** key. Click **Clear Chat**.
- To delete all the messages from the history and close the chat, in your list of SMS text messages, highlight a message. Press the **Menu** key. Click **Delete**.

Options for SMS text messages

Set whether pressing the Enter key sends SMS text messages

You can stop your SMS text messages from being sent each time that you press the Enter key, which might prevent you from accidentally sending a message if you plan to include several lines of text.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Press Enter Key to Send** field.
4. Press the **Menu** key.
5. Click **Save**.

Change the appearance of SMS text messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Change the **Conversation Style** field.
4. Press the **Menu** key.
5. Click **Save**.

Show names in the history of SMS text messages

If you show your display name, this name appears only in the history of your SMS text messages, and not in messages that you send.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Show Names** field to **Yes**.
4. If you want to change your display name, beside the **Display Name** field, type a name.
5. Press the **Menu** key.
6. Click **Save**.

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Turn off AutoText for SMS text messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Disable AutoText** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Store SMS text messages on your SIM card

Depending on your wireless service provider and wireless network, this feature might not be supported.

If your BlackBerry® device uses a SIM card and you set your SIM card to store SMS text messages, your SMS text messages still appear in the messages application.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Leave Messages On SIM Card** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

To stop storing SMS text messages on your SIM card, set the **Leave Messages On SIM Card** field to **No**. If you set this field to No, your SMS text messages are deleted from your SIM card.

Request delivery reports for all SMS text messages

A delivery report notifies you when your SMS text message is delivered. Depending on your wireless service provider, this option might not appear.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Delivery Reports** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

When your SMS text message is delivered to your contact, a D appears with a check mark beside the message.

Set how long your service center attempts to send SMS text messages

If you send an SMS text message and it cannot be delivered immediately, your service center tries to send the SMS text message for the amount of time set in the Validity Period field. Depending on your wireless service provider, this option might not appear.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Validity Period** field.
4. Press the **Menu** key.
5. Click **Save**.

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Set a wireless network type for sending SMS text messages

Depending on your wireless service provider and wireless network, this feature might not be supported.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
   - To use only one network type to send SMS text messages, set the **Network to Send Over** field to **Circuit Switched** or **Packet Switched**.
   - To use either network type to send SMS text messages, which might be beneficial when roaming, set the **Network to Send Over** field to **Circuit Switched Preferred** or **Packet Switched Preferred**.
3. Press the **Menu** key.
4. Click **Save**.

Cell broadcasting

About cell broadcasting

Cell broadcasting is designed to enable wireless service providers to use SMS text messaging to send information to all BlackBerry® devices in a specific geographical area simultaneously. You can receive cell broadcast messages that contain a specific type of information by subscribing to a cell broadcast channel that provides that type of information. Different cell broadcast channels send different cell broadcast messages. For example, one cell broadcast channel might send regular weather forecasts while another might send traffic reports.

Turn on cell broadcasting

To perform this task, your BlackBerry® device must use a SIM card, and your wireless service provider must set up your SIM card with a cell broadcast channel or provide you with the ID for a cell broadcast channel.

Depending on your wireless service provider and the wireless network that your device is connected to, this feature might not be supported.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Cell Broadcast Settings**.
4. Change the **Cell Broadcasting Service** field to **On**.
   - If one or more cell broadcast channels appear on the screen, select the check box beside the channel.
   - If no cell broadcast channels appear on the screen, highlight the **Empty** field. Press the **Menu** key. Click **Add Channel**. Type the channel ID and a nickname. Click **OK**.
5. Select the check box beside a language.
6. Press the **Menu** key.
7. Click **Save**.

To turn off cell broadcasting, change the **Cell Broadcasting Service** field to **Off**. Before you turn off cell broadcasting, verify that your wireless service provider does not use cell broadcasting to manage services, such as preferred rates, based on your location.

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Stop receiving messages from a cell broadcast channel

Verify that your wireless service provider does not use the cell broadcast channel to manage services, such as preferred rates, based on your location.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Cell Broadcast Settings**.
4. Highlight a cell broadcast channel.
5. Press the **Menu** key.
   - To stop receiving messages from the cell broadcast channel, click **Disable**.
   - To delete the cell broadcast channel, click **Delete Channel**.

Rename a cell broadcast channel

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Cell Broadcast Settings**.
4. Highlight a cell broadcast channel.
5. Press the **Menu** key.
6. Click **Set Nickname**.
7. Type a name for the cell broadcast channel.
8. Click **OK**.

MMS messages

MMS message basics

About MMS messages

To send and receive MMS messages, your wireless service provider must set up your wireless service plan for MMS messaging.

You can send and receive media files such as .jpg, .gif, .wbmp, .midi, .vcf (vCard®), .ics (iCalendar), .avi, .mpg, or .mov files in MMS messages.

If you have more than one phone number associated with your BlackBerry® device, your device sends MMS messages using the first phone number that appears in the drop-down list beside the My Number field at the top of the screen in the phone application.

Send an MMS message

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Messages** icon.
2. Press the key.

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3. Click **Compose MMS**.
4. Perform one of the following actions:
   - If the contact is not in your contact list, click **[Use Once]**. Click **Email** or **Phone**. Type an email address or an MMS phone number. Press the **Enter** key.
   - If the contact is in your contact list, click a contact. Click an email address or phone number.
5. Type a message.
6. Press the key.
7. Click **Send**.

Related topics

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View the size of an MMS message before sending it, 73

Create a slide show in an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click one of the following menu items:
   - **Attach Picture**
   - **Attach Audio**
   - **Attach Video**
   - **Attach Voice Note**
3. Click a media file.
4. To add another media file, repeat steps 1 to 3.
5. To customize the slide show, perform any of the following actions:
   - To add text to a slide, highlight the empty field below the attachment. Type text.
   - To change how long a slide appears, change the **Slide Duration** field.
   - To move an item on a slide, click the item. Click **Move Field**. Click the new location.

Related topics

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Resize a picture before you send it as an attachment

When you attach a .jpg or .png picture file to an email message or MMS message, a dialog box appears that allows you to resize the picture.

1. In the dialog box that appears after you attach the picture, perform any of the following actions:
   - Select a new size.
   - If you are going to attach additional pictures and want to use the same size for all the pictures, select the **Apply to subsequent images** check box.
2. Click **OK**.

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MMS message attachments

Attach a media file to an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click one of the following menu items:
   - **Attach Picture**
   - **Attach Audio**
   - **Attach Video**
   - **Attach Voice Note**
3. Click a media file.

Attach a contact or appointment to an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Perform one of the following actions:
   - To attach a contact, click **Attach Contact**. Highlight a contact.
   - To attach an appointment, click **Attach Appointment**. Highlight an appointment.
3. Press the **Menu** key.
4. Click **Continue**.

Add an appointment to your calendar from an MMS message

1. In an MMS message, highlight an iCalendar attachment.
2. Press the **Menu** key.
3. Click **View Appointment**.
4. Press the **Menu** key.
5. Click **Add To Calendar**.

Add a contact to your contact list from an MMS message

1. In an MMS message, highlight a vCard® attachment.
2. Press the **Menu** key.
3. Click **View Attachment**.
4. Press the **Menu** key.
5. Click **Add to Contacts**.

Save a media file from an MMS message

1. In an MMS message, press the **Menu** key.
2. Click one of the following menu items:
   - **Save Image**
   - **Save Audio**

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- **Save Ringtone**
- **Save Video**
- **Save Voice Note**

MMS message options

Request delivery or read notification for an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click **Options**.
3. Perform any of the following actions:
   - To receive notification when the message is delivered to the recipient, set the **Confirm Delivery** field to **Yes**.
   - To receive notification when the recipient opens the message, set the **Confirm Read** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Request delivery notification or read notification for all MMS messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **MMS**.
3. In the **Notifications** section, perform any of the following actions:
   - To receive notification when MMS messages are delivered to recipients, select the **Confirm Delivery** check box.
   - To receive notification when recipients open MMS messages, select the **Confirm Read** check box.
4. Press the **Menu** key.
5. Click **Save**.

View the size of an MMS message before sending it

1. In an MMS message, press the **Menu** key.
2. Click **Options**.

The Estimated Size field displays the size of the MMS message.

Stop receiving MMS messages when roaming

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **MMS**.
3. Set the **Multimedia Reception** and **Automatic Retrieval** fields to **Home Only**.
4. Press the **Menu** key.
5. Click **Save**.

Block MMS messages

1. On the Home screen or in a folder, click the **Options** icon.

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2. Click **MMS**.
3. In the **Message Filtering** section, select the **Reject Anonymous Messages** check box or the **Reject Advertisements** check box.
4. Press the **Menu** key.
5. Click **Save**.

Message list options

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Turn off the prompt that appears when you mark messages as opened

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Confirm Mark Prior Opened** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Set how long your device stores messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Set the **Keep Messages** field.
6. Press the **Menu** key.
7. Click **Save**.

Use color to differentiate work messages from other messages

To perform this task, your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server.

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1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **General Settings**.
4. In the **Message Outline Colours** section, perform any of the following actions:
   - To set an outline color for email messages that are sent to your BlackBerry® device through a BlackBerry Enterprise Server, change the **Enterprise Messages** field.
   - To set an outline color for messages that are not sent to your device through a BlackBerry Enterprise Server, change the **Other Messages** field.
5. Press the **Menu** key.
6. Click **Save**.

Note: PIN messages might use the outline color that you have set for work email messages. For more information, contact your administrator.

Change how a message list displays messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
   - To view more of the subject line, change the **Display Message Header On** field to **2 lines**.
   - To change the order of the subject line and sender, change the **Display Order** field.
   - To change how messages are separated, change the **Separators** field.
5. Press the **Menu** key.
6. Click **Save**.

Open a new message automatically when you remove your device from your holster

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Auto Open Newest Message After Removing Device From Holster** field.
6. Press the **Menu** key.
7. Click **Save**.

About multiple message lists

Depending on your email setup option, you might be able to associate your BlackBerry® device with more than one email account. For example, you might be able to associate your device with a work email account and one or more personal email accounts. If you associate your device with more than one email account, multiple message lists might appear on your device. In a message list for a specific email account, you can open and manage email messages for that email account, and you can send messages using the email address for the email account. For more information about associating your device with more than one email account, see the *BlackBerry Internet Service Online Help*.

Depending on your theme, a separate message list might appear for SMS text messages and MMS messages.

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Hide messages from the main messages application

You can prevent messages from specific email accounts from appearing in the main messages application. You can also set a separate icon to appear on the Home screen for SMS text messages and MMS messages. Depending on your theme, a separate icon might already appear by default.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Inbox Settings**.
   - To hide messages from specific email accounts, in the **Email Accounts** section, clear the check box beside one or more email accounts.
   - To hide SMS text messages and MMS messages, in the **Other Message Types** section, clear the **SMS/MMS** check box.
5. Press the **Menu** key.
6. Click **Save**.

Hide the new or unopened message indicator

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
   - To hide the new message indicator, change the **Display New Message Indicator** field to **No**.
   - To hide the unopened message indicator, change the **Display Message Count** field to **None**.
5. Press the **Menu** key.
6. Click **Save**.

Hide sent messages

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Hide Sent Messages** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

View call logs in the messages application

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Call Logging**.
5. Perform one of the following actions:

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- To show recent and missed calls in the messages application, select the **All Calls** option.
- To hide call logs in the messages application, select the **None** option.

Block incoming messages

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server, you might not be able to block or unblock PIN messages from contacts within your organization, from contacts outside of your organization, or both. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Select the check box beside one or more message types.
5. Press the **Menu** key.
6. Click **Save**.

Note: Even though you do not receive blocked messages on your device, blocked messages might contribute to data usage in your wireless service plan. You can stop email messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or by using email message filters.

Allow messages from contacts in your contact list or allowed sender list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Select the **Contacts** check box or the **Specific address** check box.
5. Press the **Menu** key.
6. Click **Save**.

Add a contact to your allowed sender list

To perform this task, you must set the security firewall to allow messages from specific addresses. This setting allows you to receive messages from contacts in your allowed sender list.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Press the **Menu** key.
5. Click **Configure Exceptions**.
6. Press the **Menu** key.
7. Click one of the following menu items:
   - **Add Email Address**
   - **Add Phone Number**
   - **Add PIN**

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8. Type the contact information.
9. Press the **Enter** key.
10. Press the **Menu** key.
11. Click **Save**.

Reset a blocked message counter

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Firewall**.
4. Highlight a message type.
5. Press the **Menu** key.
6. Click **Reset Count** or **Reset All Counts**.

S/MIME-protected messages

S/MIME-protected message basics

About signing and encrypting messages

If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can digitally sign or encrypt messages to add another level of security to email messages and PIN messages that you send from your BlackBerry device. Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. When you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message has not been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

To send an encrypted PIN message, you must have a PIN and an email address for the contact in your contact list. Your device uses the email address in your contact list to locate a PGP® key or certificate for the contact.

Sign or encrypt a message

You can sign or encrypt email messages and PIN messages.

1. When composing a message, change the **Encoding** field.
2. If necessary, change the **Classification** field.

Encrypt a message with a pass phrase

Your BlackBerry® device can encrypt email messages and PIN messages using a pass phrase shared between the sender and recipient.

1. In an unsent message, set the **Encoding** field to **Encrypt** or **Sign and Encrypt**.
2. Press the **Menu** key.

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3. Click **Options**.
4. Set the **Use Password-Based Encryption** field to **Yes**.
5. In the **Allowed Content Ciphers** section, select the check box beside one or more allowed content ciphers.
6. If you are signing the message, in the **Signing Options** section, select a certificate.
7. Press the **Menu** key.
8. Click **Save**.
9. Type your message.
10. Press the **Menu** key.
11. Click **Send**.
12. Type a pass phrase to encrypt the message.
13. Confirm the pass phrase.
14. Click **OK**.

Using a secure method, let the recipient know what the pass phrase is.

Attach a certificate to a message

You can attach a certificate to email messages and PIN messages.

1. When composing a message, press the **Menu** key.
2. Click **Attach Certificates**.
3. Highlight a certificate.
4. Press the **Menu** key.
5. Click **Continue**.

Download the certificate used to sign or encrypt a message

If a certificate is not included in a received message or is not already stored in the key store on your BlackBerry® device, you can download the certificate.

1. In a message, highlight the encryption indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Fetch Sender's Certificate**.

Add a certificate from a message

1. In a message, highlight a digital signature indicator.
2. Press the **Menu** key.
3. Click **Import Sender's certificate**.

Add a certificate from an attachment

1. In a message, click the certificate attachment.
2. Click **Retrieve Certificate Attachment**.
3. Click the certificate.
4. Click **Import Certificate**.

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Attachment indicators in S/MIME-protected messages

:
The message includes a certificate attachment.

:
The message includes multiple certificate attachments.

:
The message includes a certificate server attachment.

Add connection information for a certificate server from a message

1. In a message, highlight the certificate server indicator.
2. Press the **Menu** key.
3. Click **Import Server**.

View the certificate used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Display Sender's Certificate** or **Display Encryption Certificate**.

View encryption information for a weakly encrypted message

1. In a weakly encrypted message, highlight the encryption status indicator.
2. Press the **Menu** key.
3. Click **Encryption Details**.

S/MIME-protected message status

Digital signature indicators for S/MIME protected messages

:
Your BlackBerry® device verified the digital signature.

:
Your device cannot verify the digital signature.

:
Your device requires more data to verify the digital signature.

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: Your device trusts the certificate chain.

: The sender's email address does not match the email address of the certificate subject, or the sender's certificate is revoked, is not trusted, cannot be verified, or is not on your device.

: The certificate is weak, the certificate status is not current, or your device requires more data to verify the trust status of the certificate.

: The sender's certificate is expired.

Encryption status indicators

Your administrator sets whether messages that you receive are considered to be strong or weak.

: The message is strongly encrypted.

: The message is weakly encrypted.

Check the status of a certificate or certificate chain

If a certificate is included in a received message, or is already stored in the key store on your BlackBerry® device, you can check the status of the sender's certificate, or you can check the status of the sender's certificate and all other certificates in the certificate chain.

1. In a message, highlight a digital signature indicator.
2. Press the **Menu** key.
3. Click **Check Sender's Certificate** or **Check Sender's Cert Chain**.

S/MIME-protected message options

Change your signing or encryption certificate

Your BlackBerry® device uses your encryption certificate to encrypt messages in the sent items folder and includes your encryption certificate in messages that you send so that recipients can encrypt their reply messages.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. In the **Signing Options** section or the **Encryption Options** section, change the **Certificate** field.
5. Press the **Menu** key.

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6. Click **Save**.

Change options for downloading attachments in encrypted messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Perform one of the following actions:
   - To download attachments in encrypted messages automatically, change the **Retrieve Encrypted Attachment Information** field to **Automatically**.
   - To download attachments in encrypted messages manually, change the **Retrieve Encrypted Attachment Information** field to **Manually**.
   - To prevent your BlackBerry® device from downloading attachments in encrypted messages, change the **Retrieve Encrypted Attachment Information** field to **Never**.
5. Press the **Menu** key.
6. Click **OK**.

Change the default signing and encryption option

Your BlackBerry® device is designed to use the default signing and encryption option when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received message from the contact previously, your device tries to use the signing and encryption option that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME** or **PGP**.
4. Change the **Default Encoding** field.
5. Press the **Menu** key.
6. Click **Save**.

About message classifications

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature and your administrator turns on message classifications, the BlackBerry Enterprise Server applies a minimum set of security actions to each message that you compose, forward, or reply to, based on the classification that you assign to the message. Your administrator specifies the message classifications that you can use.

If you receive a message that uses message classifications, you can view the abbreviation for the classification in the subject line of the message and the full description for the classification in the body of the message. You can also view the abbreviation and full description for the classification for a sent message in the sent items folder.

Change the default message classification

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature and your administrator must turn on message classifications.

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Your BlackBerry device is designed to use the default message classification when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your device tries to use the message classification that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Default Classification** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the size of S/MIME indicators in messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Message Viewer Icons** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the encryption algorithms for S/MIME-protected messages

If a message has multiple recipients, your BlackBerry® device uses the first selected encryption algorithm in the list that all recipients are known to support.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Select the check box beside one or more encryption algorithms.
5. Press the **Menu** key.
6. Click **Save**.

Request delivery notification for signed S/MIME-protected messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Request S/MIME Receipts** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears before an S/MIME-protected message is truncated

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Warn about truncated messages** field to **No**.

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5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about truncated messages** field to **Yes**.

Turn off the prompt that appears when you use an S/MIME certificate that is not recommended for use

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME**.
4. Change the **Warn about problems with my certificates** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about problems with my certificates** field to **Yes**.

S/MIME-protected message troubleshooting

Some signing and encryption options are not available on my device

Try performing the following actions:

- Verify that the email account that you are using supports all signing and encryption options.
- If you use message classifications, verify that the message classification supports the signing or encryption options that you want. Try using a different message classification.

I cannot open an attachment in an encrypted message

The attachment information might not be available on the BlackBerry® Enterprise Server, your administrator might have set options to prevent you from opening attachments in encrypted messages, or you might have received the message from an email account that does not support attachments in encrypted messages.

You cannot open an attachment in a PGP® protected message that was encrypted using the OpenPGP format by an IBM® Lotus Notes® client working with PGP® Desktop Professional or that was encrypted by the PGP® Universal Server.

IBM Lotus Notes native encrypted messages

About IBM Lotus Notes native encrypted messages

If your email account is associated with a BlackBerry® Enterprise Server that supports this feature, you can read messages on your BlackBerry device that are sent using IBM® Lotus Notes® native encryption. You might also be able to send, forward, or reply to messages using IBM Lotus Notes native encryption.

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Before you can send or receive IBM Lotus Notes native encrypted messages, you must import your IBM Lotus Notes ID file using Lotus® iNotes® (previously known as IBM® Lotus® Domino® Web Access) or using the BlackBerry® Desktop Manager. For more information about importing your IBM Lotus Notes ID file using the BlackBerry Desktop Manager, see the online help that is available in the BlackBerry Desktop Manager. When sending or receiving IBM Lotus Notes native encrypted messages, you might be prompted to type your IBM Lotus Notes ID password.

Prerequisites: IBM Lotus Notes native encryption

- Your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server for IBM® Lotus® Domino®.
- Your computer must be running IBM® Lotus Notes® version 7.0 or later with an email account on an IBM Lotus Domino server version 7.0 or later.
- You must import your IBM Lotus Notes ID file using Lotus® iNotes® (previously known as IBM® Lotus® Domino® Web Access), or using the BlackBerry® Desktop Manager.

Encrypt a message using IBM Lotus Notes native encryption

1. When composing, forwarding or replying to a message, change the **Encoding** field to **Lotus Notes Encryption**.
2. If you are prompted, type your IBM® Lotus Notes® ID password.

PGP protected messages

PGP protected message basics

About signing and encrypting messages

If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can digitally sign or encrypt messages to add another level of security to email messages and PIN messages that you send from your BlackBerry device. Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. When you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message has not been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

To send an encrypted PIN message, you must have a PIN and an email address for the contact in your contact list. Your device uses the email address in your contact list to locate a PGP® key or certificate for the contact.

Sign or encrypt a message

You can sign or encrypt email messages and PIN messages.

1. When composing a message, change the **Encoding** field.
2. If necessary, change the **Classification** field.

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Encrypt a PGP protected message with a pass phrase

By default, your BlackBerry® device uses your PGP® key to encrypt messages.

1. When composing a message, change the **Encoding** field to one that uses encryption.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Use Conventional Encryption** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Using a secure method, let the recipient know what the pass phrase is.

Attach a PGP key to a message

You can attach a PGP® key to email messages and PIN messages.

1. When composing a message, press the **Menu** key.
2. Click **Attach PGP Keys**.
3. Highlight a PGP key.
4. Press the **Menu** key.
5. Click **Continue**.

Download the PGP key used to sign or encrypt a message

If a PGP® key is not included in a received message or is not already stored in the key store on your BlackBerry® device, you can download the PGP key. If you use the PGP® Universal Server, you might not be able to download the sender's PGP key, or your device might download the sender's PGP key from the PGP Universal Server automatically.

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Fetch Sender's PGP key**.

Add a PGP key from a message

If you use the PGP® Universal Server, you might not be able to add PGP keys from messages.

1. In a message, highlight a digital signature indicator.
2. Press the **Menu** key.
3. Click **Import PGP Key**.

Add a PGP key from an attachment

If you use the PGP® Universal Server, you might not be able to add PGP keys from attachments.

1. In a message, click the PGP key attachment.
2. Click **Retrieve PGP Attachment**.
3. Click the PGP key.
4. Click **Import PGP Key**.

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Attachment indicators in PGP protected messages

:
The message includes a PGP® key attachment.

:
The message includes multiple PGP key attachments.

:
The message includes a certificate server attachment.

Add connection information for a certificate server from a message

1. In a message, highlight the certificate server indicator.
2. Press the **Menu** key.
3. Click **Import Server**.

View the PGP key used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the **Menu** key.
3. Click **Display Sender's PGP Key** or **Display Encryption PGP key**.

PGP protected message status

Encryption status indicators

Your administrator sets whether messages that you receive are considered to be strong or weak.

:
The message is strongly encrypted.

:
The message is weakly encrypted.

Digital signature indicators for PGP protected messages

:
Your BlackBerry® device verified the digital signature.

:

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Your device cannot verify the digital signature.

:

Your device requires more data to verify the digital signature.

:

Your device trusts the sender's PGP® key.

:

The sender's email address does not match the email address in the key, or the sender's PGP key is revoked, is not trusted, cannot be verified, or is not on your device.

:

The key status is not current, or your device requires more data to verify the trust status of the key.

:

The sender's PGP key is expired.

PGP protected message options

Change your signing and encryption key

Your BlackBerry® device uses your PGP® key to encrypt messages in the sent items folder and includes your PGP public key in messages that you send so that recipients can encrypt their reply messages.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Change the **Default Key** field.
5. Press the **Menu** key.
6. Click **Save**.

Change options for downloading attachments in encrypted messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Perform one of the following actions:
   - To download attachments in encrypted messages automatically, change the **Retrieve Encrypted Attachment Information** field to **Automatically**.
   - To download attachments in encrypted messages manually, change the **Retrieve Encrypted Attachment Information** field to **Manually**.
   - To prevent your BlackBerry® device from downloading attachments in encrypted messages, change the **Retrieve Encrypted Attachment Information** field to **Never**.

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5. Press the **Menu** key.
6. Click **OK**.

Change the default signing and encryption option

Your BlackBerry® device is designed to use the default signing and encryption option when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received message from the contact previously, your device tries to use the signing and encryption option that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **S/MIME** or **PGP**.
4. Change the **Default Encoding** field.
5. Press the **Menu** key.
6. Click **Save**.

About message classifications

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature and your administrator turns on message classifications, the BlackBerry Enterprise Server applies a minimum set of security actions to each message that you compose, forward, or reply to, based on the classification that you assign to the message. Your administrator specifies the message classifications that you can use.

If you receive a message that uses message classifications, you can view the abbreviation for the classification in the subject line of the message and the full description for the classification in the body of the message. You can also view the abbreviation and full description for the classification for a sent message in the sent items folder.

Change the default message classification

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature and your administrator must turn on message classifications.

Your BlackBerry device is designed to use the default message classification when you send a message to a contact that you have not sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your device tries to use the message classification that was used for the last message.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Default Classification** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the size of PGP indicators in messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.

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4. Change the **Message Viewer Icons** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the encryption algorithms for PGP protected messages

If a message has multiple recipients, your BlackBerry® device uses the first selected encryption algorithm in the list that all recipients are known to support.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Select the check box beside one or more encryption algorithms.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears before a PGP protected message is truncated

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Change the **Warn about truncated messages** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about truncated messages** field to **Yes**.

Turn off the prompt that appears when you use a PGP key that is not recommended for use

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Change the **Warn about problems with my PGP keys** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, change the **Warn about problems with my PGP keys** field to **Yes**.

Troubleshooting: PGP protected messages

Some signing and encryption options are not available on my device

Try performing the following actions:

- Verify that the email account that you are using supports all signing and encryption options.

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- If you use message classifications, verify that the message classification supports the signing or encryption options that you want. Try using a different message classification.

I cannot open an attachment in an encrypted message

The attachment information might not be available on the BlackBerry® Enterprise Server, your administrator might have set options to prevent you from opening attachments in encrypted messages, or you might have received the message from an email account that does not support attachments in encrypted messages.

You cannot open an attachment in a PGP® protected message that was encrypted using the OpenPGP format by an IBM® Lotus Notes® client working with PGP® Desktop Professional or that was encrypted by the PGP® Universal Server.

Message shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

In a message

- To reply to a message, press **R**.
- To reply to all in an email message or a PIN message, press **L**.
- To forward a message, press **F**.
- To file a highlighted email message, press **I**.
- To view the email address of a contact, highlight the contact in the **To** or **From** field. Press **Q**. To view the display name, press **Q** again.
- To move to the last cursor position after you close and reopen a received email message or PIN message, press **G**.

In a message list

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press **C**.
- To mark a message as opened or unopened, press the **Alt** key and **U**.
- To add a flag to a highlighted message, press **W**.
- To view all flagged messages, press the **Alt** key and **F**.
- To view received messages and received call logs, press the **Alt** key and **I**.
- To view sent messages, press the **Alt** key and **O**.
- To view voice mail messages, press the **Alt** key and **V**.
- To view SMS text messages, press the **Alt** key and **S**.
- To view call logs, press the **Alt** key and **P**.
- To view all your messages, press the **Escape** key.

Move around a message list

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **T**.
- To move to the bottom of a message list, press **B**.
- To move to the next date, press **N**.

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- To move to the previous date, press **P**.
- To move to the next unopened item, press **U**.
- To move to the next related message, press **J**.
- To move to the previous related message, press **K**.

Troubleshooting: Messages

I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address, a PIN, or a phone number for your contact.
- If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

Related topics

Change a contact, 216
Turn off the connection to the wireless network, 307
Generate an encryption key, 340
Turn on or turn off data service or set roaming options, 307
Resend a message, 53
Resend a message, 53

I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.

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- If you have not received a registration message from the wireless network, register your device.On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- If you have a Wi-Fi® enabled device and if your device uses a software token to connect to a Wi-Fi® network or to log in to a VPN, reset your device and connect to the Wi-Fi network or log in to the VPN again.
- Verify that your device is not blocking messages. For more information, contact your administrator.

Related topics

Turn off the connection to the wireless network, 307
Turn on or turn off data service or set roaming options, 307
Change an email message filter, 59
Forward messages from a specific email message folder to your device, 56

I cannot file email messages

Try performing the following actions:

- Verify that wireless email reconciliation is turned on.
- If your email message folders do not appear on your BlackBerry® device, reconcile your email messages using the email settings tool of the BlackBerry® Desktop Manager. For more information, see the *BlackBerry Desktop Software Online Help*.

Related topics

Reconcile email messages over the wireless network, 270

I cannot send SMS text messages

Depending on your wireless service plan, this feature might not be supported.

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- Verify that fixed dialing is turned off.

I am not receiving SMS text messages

Depending on your wireless service plan, this feature might not be supported.

Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.

The number of new or unopened messages is different than I expected

The number of new or unopened messages includes saved messages and filed messages.

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If you have set your BlackBerry® device to hide filed messages and you receive a new message from an email message folder in the email application on your computer other than your inbox, your device files the message.

Related topics

View messages in a specific folder, 54
View messages in a specific folder, 54

Some messages no longer appear on my device

If your BlackBerry® application memory is full or you have more than 65 000 email, PIN, SMS text, and MMS messages, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

A message or attachment does not appear or is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the **Menu** key. Click **More** or **More All**.
- If you are downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

HTML email messages do not appear correctly

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- Try downloading external pictures. Press the **Menu** key. Click **Get Images**.
- Try viewing your message in plain text. Press the **Menu** key. Click **Get Plain Text**.

Some email message folders appear dimmed

If you cannot forward email messages from an email message folder, the check box beside the folder appears dimmed.

Try performing the following actions:

- Wait for a few seconds. The email message folders might become available after a short period of time.
- Turn off wireless email reconciliation, and then turn it on again.

Related topics

Reconcile email messages over the wireless network, 270

Email message filters are not working correctly

Try performing the following actions:

- Verify that your email message filters are turned on.
- Verify that your email message filters appear in the order that you want your BlackBerry® device to apply them to email messages.

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Related topics
Email message filters, 58
Email message filters, 58

I cannot turn on cell broadcasting

If your BlackBerry® device uses a SIM card, your SIM card might not support the display languages that you have selected for cell broadcast messages.

Clear the check box beside all languages that your SIM card does not support.

I cannot attach a file to an MMS message

Depending on your wireless service provider, if you attach a video, you might not be able to attach another file or create a slide show.

Try performing the following actions:

- Verify that the file is a .vcf (vCard®) file, an .ics (iCalendar) file, or a media file (for example, a .jpg, .gif, or .midi file).
- Verify that the file is not copyright protected.
- If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

Related topics
View a list of saved searches, 267

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related topics
Feature availability, 0

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Files and attachments

File and attachment basics

About files and attachments

You can view and download attachments and save them to the BlackBerry® device memory or on a media card. If your email account uses a BlackBerry® Enterprise Server that supports accessing files on your organization's network, you can preview files from your organization's network and save the files to your device or attach them directly to email messages without downloading them. You can use the Files application to view a list of all the files that are saved on your device. You can also rename, move, and delete files on your organization's network from your device.

To change attachments or files that you download, you can use third-party editing applications, such as Documents to Go®, that are designed for use on BlackBerry devices.

Open a file or an attachment

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, meeting invitation, or calendar entry, press the **Menu** key.
2. If necessary, click **Retrieve Attachment Information**.
3. Click **Open Attachment**.
4. If necessary, on the Attachments screen, click an attachment.
5. If necessary, in the dialog box, click an option.

Download a file or an attachment

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, in a calendar entry, or on a web page, perform one of the following actions:
   - If there is only one attachment in a message or calendar entry, press the **Menu** key.
   - If there are multiple attachments in a message or calendar entry, highlight an attachment. Press the **Menu** key.
   - If you are downloading a file from a web page, press the **Menu** key.
2. Click **Download Attachment** or **Download File**.
3. Click **Download**.
4. If necessary, click **More** or **More All**.
5. Highlight the folder that you want to save the file or attachment in.
6. Press the **Menu** key.
7. Click **Select Here**.

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Stop downloading a file or an attachment

1. In the message, in the calendar entry, or on the web page that you are downloading the file or attachment from, press the **Menu** key.
2. Click **Cancel Download**.

Locate a file saved on your device

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Explore**.
4. Navigate to the file.

To view the file, click the file. Depending on the file type, the file might not appear in its original format.

Related topics

About files and attachments, 142
Locate a file saved on your organization's network, 143

Locate a file saved on your organization's network

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Files** icon.
2. In the **Go To** field, type the path for the file.
3. If necessary, type the credentials that you use to connect to your organization's network.

To view the file, click the file. Depending on the file type, the file might not appear in its original format.

Related topics

About files and attachments, 142
Locate a file saved on your device, 143

Save a file from your organization's network to your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

When you save a file from your organization's network to your BlackBerry device, the file is saved in its original format.

1. On the Home screen or in a folder, click the **Files** icon.
2. Navigate to a file.
3. Highlight the file.
4. Press the **Menu** key.
5. Click **Copy**.
6. Navigate to a location.
7. Click a folder.

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8. Click **Copy Into**.

Related topics

Locate a file saved on your organization's network, 143
Send a file as an attachment, 144

Send a file as an attachment

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Navigate to a file.
3. Highlight the file.
4. Press the **Menu** key.
5. Click **Send or Share**.
6. Click a message type.

Open a link in a file or an attachment

Some files might contain links to embedded content, such as tables, pictures, footnotes, text boxes, or comments.

1. In a file, highlight a link.
2. Press the **Menu** key.
3. Click **Get Link** or **Retrieve**.

To return to the file, press the **Escape** key.

Set font options for a file or an attachment

1. In a file or an attachment, press the **Menu** key.
2. Click **Options**.
3. Set the font fields.
4. Press the **Menu** key.
5. Click **Save**.

Managing files and attachments

View properties for an attachment

You can view the size, author, publication date, and other attachment properties for an attachment.

1. In an attachment, press the **Menu** key.
2. Click **Retrieve Info** or **View Info**.

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View properties for a file

You can view the size, author, publication date, and other properties for a file.

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Navigate to a file.
3. Highlight the file.
4. Press the **Menu** key.
5. Click **Properties**.

Rename a file

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Navigate to a file.
3. Highlight the file.
4. Press the **Menu** key.
5. Click **Rename**.
6. Type a name for the file.
7. Click **Save**.

Delete a file

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Navigate to a file.
3. Highlight the file.
4. Press the **Menu** key.
5. Click **Delete**.

Move a file

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Navigate to a file.
3. Highlight the file.
4. Press the **Menu** key.
5. Click **Move**.
6. Navigate to a location.
7. Click a folder.
8. Click **Move Into**.

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Documents

Open a password-protected .pdf file

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. When the "Password protected document" message appears, press the **Escape** key.
2. Press the **Menu** key.
3. Click **Password**.
4. Type the password.
5. Press the **Enter** key.
6. Press the **Menu** key.
7. Click **Retrieve**.
8. Click **Yes**.

View tracked changes in a document

1. In a document, press the **Menu** key.
2. Click **Show Changes**.

To hide tracked changes, press the **Menu** key. Click **Hide Changes**.

View the table of contents in a document

Depending on the document type, you might not be able to view the table of contents.

1. In a document, press the **Menu** key.
2. Click **Table of Contents**.

To move to a specific heading, click a heading. Click **View**.

Spreadsheets

Move to a specific cell

1. In a spreadsheet, press the **Menu** key.
2. Click **Go to Cell**.
3. Type the cell co-ordinates.

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4. Press the **Enter** key.

View the content of a cell

In a spreadsheet, click the trackpad.

View a list of worksheets

1. In a spreadsheet, press the **Menu** key.
2. Click **Table of Contents**.

To move to a specific worksheet, click a worksheet. Click **View**.

Switch worksheets

1. In a spreadsheet, press the **Menu** key.
2. Click **Next Sheet** or **Prev Sheet**.

Change the size of a column

In a spreadsheet, perform one of the following actions:

- To change the size of a column, click the column label. Click a size.
- To view all the text in a column, click the column label. Click **Fit**.
- To change the size of all the columns in the spreadsheet, click the unmarked column label in the upper-left corner of the spreadsheet. Click a size.
- Click **Options**. Set the **Column Width** field. Click **Save**.

Set display options for a spreadsheet

1. In a spreadsheet, press the **Menu** key.
2. Click **Options**.
3. Perform any of the following actions:
   - To view the gridlines in the spreadsheet, set the **Show Gridlines** field to **Yes**.
   - To label spreadsheet rows with numbers and columns with letters, set the **Display Labels** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

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Media files

View a list of pages in a multi-page .tif file

You can view a list of pages in a multi-page .tif file, such as a scanned fax document saved as a .tif file.

1. In a multi-page .tif file, press the **Menu** key.
2. Click **Table of Contents**.

To move to a specific page, click a page.

Switch pages in a multi-page .tif file

1. In a multi-page .tif file, press the **Menu** key.
2. Click **Next Page** or **Prev Page**.

Presentations

Switch presentation views

1. In a presentation, press the **Menu** key.
2. Perform one of the following actions:
   - To view text only, click **View Text**.
   - To view text and slides, click **View Both**.

To view the presentation in its original format, click **View Slides**.

Switch slides

1. In a presentation, press the **Menu** key.
2. Click **Next Slide** or **Prev Slide**.

Rotate a slide

1. When viewing a slide in slide view, press the **Menu** key.
2. Click **Rotate**.

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Zoom in to or out from a slide

When viewing a presentation in slide view, press the **Menu** key.

To zoom back to the original slide size, press the **Menu** key. Click **Fit to Screen**.

Save a slide

1. When viewing a presentation in slide view, press the **Menu** key.
2. Click **Save Slide**.
3. Type a name for the file.
4. Click **Save**.

vCard contact attachments

About vCard contact attachments

vCard® contact attachments (.vcf files) contain information for a specific contact. When you add a vCard contact attachment to an email message, recipients of your email message can view your contact information or add it to the contact list on their BlackBerry® device. When you open an email message that contains a vCard contact attachment, a book icon appears at the end of the message with the name of the attached contact.

Open a vCard contact attachment

1. In a message, highlight a vCard® contact attachment.
2. Press the **Menu** key.
3. Click **View Attachment**.

Add a contact to your contact list from a vCard contact attachment

1. In a vCard® contact attachment, press the **Menu** key.
2. Click **Add to Contacts** or **Update Contact**.

File and attachment shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To search for text in a file or an attachment, press **F**.

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- To move to the last cursor position after closing and reopening a file or an attachment, press **G**.

In a spreadsheet

- To move to a specific cell, press **G**.
- To view the content of a cell, press the **Space** key.
- To switch worksheets, press **V**. Highlight a worksheet. Press the **Enter** key.
- To view columns or rows that are hidden by default, press **H**. To hide these columns or rows again, press **H** again.

In a presentation

- To switch presentation views, press **M**.
- To move to the next slide when viewing a presentation in slide view, press **N**.
- To move to the previous slide when viewing a presentation in slide view, press **P**.
- To move to the last cursor position after closing and reopening a presentation that you were viewing in text view or in text and slide view, press **G**.

Troubleshooting: Attachments

A skipped content bar appears in a document

More content is available for you to download to your BlackBerry® device.

1. To download the content, click the skipped content bar.
2. Click **More**.

A message or attachment does not appear or is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the **Menu** key. Click **More** or **More All**.
- If you are downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

A question mark appears on a slide

A question mark appears on a slide if your BlackBerry® device has not downloaded the slide.

To download the slide, highlight the slide. Press the **Menu** key. Click **Retrieve**.

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Media

Audio and video files

Play a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Click a media file.

To stop playing a media file, click the **stop** icon.

Related topics

Transfer a file between your device and your computer using the Roxio Media Manager, 169
Transfer a file between your device and your computer in mass storage mode or MTP, 170

Change your ring tone

1. On the Home screen, click the **Sounds** icon.
2. Click **Set Ring Tones/Alerts**.
3. Click the application or item that you want to change.
4. Perform one of the following actions:
   - To use a preloaded ring tone, in the **Ring Tone** field, click a ring tone.
   - To use a ring tone that you downloaded, in the **Ring Tone** field, click **Select Music**. Navigate to a folder that contains ring tones. Click a ring tone.
5. Press the **Menu** key.
6. Click **Save**.

Record a voice note

1. On the Home screen, click the **Media** icon.
2. Click the **Voice Notes Recorder** icon.
3. Click the **record** icon.
4. Perform any of the following actions:
   - To pause recording, click the **pause** icon. To resume recording, click the **record** icon.
   - To stop recording, click the **pause** icon. Click the **stop** icon.

Play the next or previous song

When playing a song, click the **next** or **previous** icon.

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Fast-forward or rewind a media file

1. When playing a media file, click the progress bar.
2. On the trackpad, slide your finger to the right or left.
3. Click the trackpad.

Pause a media file

When playing a song, video, or voice note, click the **pause** icon.

To resume playing the song, video, or voice note, click the **play** icon.

Play a media file on a web page

1. On a web page, click a media file.
2. Click **Open**.

Repeat songs

You can repeat a single song or all the songs in a category or playlist.

1. When you are playing a song, press the **Menu** key.
2. Click **Repeat**.
3. Perform one of the following actions:
   - To repeat the song that is currently playing, click **Current Song**.
   - To repeat the playlist that is currently playing, click **Playlist**.
   - To repeat the songs in the Album category or Artist category that you are currently playing, click **Album** or **Artist**.

To stop repeating songs, press the **Menu** key. Click **Repeat**. Click **Off**.

Shuffle songs

1. On the Home screen, click the **Media** icon.
2. Click **Music**.
3. Perform one of the following actions:
   - To shuffle all your songs, click **Shuffle Songs**.
   - To shuffle all the songs in a category or a playlist, click a category or playlist. Press the **Menu** key. Click **Shuffle**.

To stop shuffling songs, press the **Menu** key. Click **Shuffle**.

Related topics

Change the order of songs in a playlist, 155

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Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the **Mute** key on the top of your device. To turn off mute, press the **Mute** key again.

Related topics

Amplify the volume using the audio boost feature, 153
Improve sound quality for songs, 153

Amplify the volume using the audio boost feature

Depending on your BlackBerry® device model, this feature might not be supported.

The audio boost feature allows you to amplify the volume for songs, ring tones, and videos.

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Audio Boost** field to **On**.
5. Read the warning on the screen and if you wish to proceed, click **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

Related topics

Adjust the volume, 29
Improve sound quality for songs, 153

Improve sound quality for songs

Depending on your BlackBerry® device model, this feature might not be supported.

To improve sound quality for songs, you must be using stereo headphones with your device.

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Headset Music EQ** field.
5. Press the **Menu** key.
6. Click **Save**.

Related topics

Adjust the volume, 29
Amplify the volume using the audio boost feature, 153

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About using a headset

You can purchase an optional headset to use with your BlackBerry® device.

If you use a headset, you can use a headset button to answer or end a call, or to turn on or turn off mute during a call. Depending on your device model, you might be able to use a headset button to make a call using a voice command.

Depending on your headset, you might also be able to use a headset button to pause, resume, skip, or adjust the volume of audio or video files.

For more information about using the headset, see the documentation that came with your headset.

Keep backlighting on when you play a video

By default, the backlighting is designed to turn off after a period of time to conserve battery power.

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Turn Off Auto Backlighting** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Playlists

About playlists

You can create both standard and automatic playlists for songs. You create a standard playlist by manually adding songs that are on your BlackBerry® device or media card. You create an automatic playlist by specifying criteria for artists, albums, or genres of songs. When you add a song to your device that meets the criteria, your device adds it to the automatic playlist. An indicator appears beside automatic playlists in your list of playlists.

Create a standard playlist

1. On the Home screen, click the **Media** icon.
2. Click the **Music** icon.
3. Click **Playlists**.
4. Click **New Playlist**.
5. Click **Standard Playlist**.
6. Type a name for the playlist.
7. Press the **Menu** key.
8. Click **Add Songs**.
9. Click a song.
10. To add more songs, repeat steps 7 to 9.
11. Press the **Menu** key.

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12. Click **Save**.

Add a song to a playlist

1. On the Home screen, click the **Media** icon.
2. Click the **Music** icon.
3. Click **Playlists**.
4. Click a standard playlist.
5. Press the **Menu** key.
6. Click **Add Songs**.
7. Click a song.
8. Press the **Menu** key.
9. Click **Save**.

Add the song that is playing to a playlist

1. When playing a song, press the **Menu** key.
2. Click **Add To Playlist**.
3. Click a playlist.

Change the order of songs in a playlist

1. On the Home screen, click the **Media** icon.
2. Click the **Music** icon.
3. Click **Playlists**.
4. Click a standard playlist.
5. Highlight a song.
6. Press the **Menu** key.
7. Click **Move**.
8. Click the new location.
9. Press the **Menu** key.
10. Click **Save**.

Related topics

Shuffle songs, 152

Delete a song from a playlist

1. On the Home screen, click the **Media** icon.
2. Click the **Music** icon.
3. Click **Playlists**.
4. Click a standard playlist.
5. Highlight a song.
6. Press the **Menu** key.
7. Click **Remove**.

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8. Click **OK**.
9. Press the **Menu** key.
10. Click **Save**.

Create an automatic playlist

1. On the Home screen, click the **Media** icon.
2. Click the **Music** icon.
3. Click **Playlists**.
4. Click **New Playlist**.
5. Click **Automatic Playlist**.
6. Type a name for the playlist.
7. Click the plus sign (**+**) beside **Artists**, **Albums**, or **Genres**.
8. Click an artist, album, or genre.
9. To add more criteria, repeat steps 7 and 8.
10. Press the **Menu** key.
11. Click **Save**.

To view the songs in the playlist, click a playlist. Press the **Menu** key. Click **View Songs**.

Rename a playlist

1. On the Home screen, click the **Media** icon.
2. Click the **Music** icon.
3. Click **Playlists**.
4. Highlight a playlist.
5. Press the **Menu** key.
6. Click **Rename**.
7. Type a name for the playlist.
8. Click **Save**.

Related topics

Rename an audio or video file, 162
Rename a picture or picture folder, 163

Delete a playlist

1. On the Home screen, click the **Media** icon.
2. Click the **Music** icon.
3. Click **Playlists**.
4. Highlight a playlist.
5. Press the **Menu** key.
6. Click **Delete**.

Related topics

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Delete a media file or folder, 163

Video camera

Depending on your BlackBerry® device model, the camera or video camera might not be supported or some camera or video camera features might not be available.

Record a video

To perform this task, you might need to have a media card inserted in your BlackBerry® device.

1. On the Home screen, click the **Media** icon.
2. Click the **Video Camera** icon.
3. To start recording, click the **record** icon.
4. To pause recording, click the **pause** icon.

Note: The approximate amount of memory available for saving videos appears on the lower part of the screen when video recording is paused.

Related topics

Play a media file, 151
Take a picture, 15

Turn on video lighting

In low lighting conditions, the video light can improve the quality of videos that you record.

1. On the Home screen, click the **Media** icon.
2. Click the **Video Camera** icon.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **Video Light** field to **On**.
6. Press the **Menu** key.
7. Click **Save**.

Apply a color effect to videos

You can apply a sepia or black-and-white color effect to videos that you record.

1. On the Home screen, click the **Media** icon.
2. Click the **Video Camera** icon.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **Color Effect** field.
6. Press the **Menu** key.
7. Click **Save**.

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Change the video size and format

The larger the video, the more memory the video requires.

1. On the Home screen, click the **Media** icon.
2. Click the **Video Camera** icon.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **Video Format** field.
6. Press the **Menu** key.
7. Click **Save**.

Related topics

View properties for a media file, 164

Change the location for storing videos

1. On the Home screen, click the **Media** icon.
2. Click the **Video Camera** icon.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **Folder** field.
6. Press the **Menu** key.
7. Click **Save**.

Related topics

Change the location for storing pictures, 159
Move a media file, 163

Camera

Depending on your BlackBerry® device model, the camera or video camera might not be supported or some camera or video camera features might not be available.

Take a picture

1. On the Home screen, click the **Camera** icon.
2. Press the **Right Convenience** key all the way down.

Related topics

Record a video, 15

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Change the size of pictures that you take

The larger the picture, the more memory the picture requires.

1. On the Home screen, click the **Camera** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Picture Size** field.
5. Press the **Menu** key.
6. Click **Save**.

Related topics

View properties for a media file, 164

Set picture quality

You can set the fineness of detail that the camera captures in pictures. The finer the detail of a picture, the more memory the picture requires.

1. On the Home screen, click the **Camera** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Picture Quality** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the location for storing pictures

1. On the Home screen, click the **Camera** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Store Pictures** and **Folder** fields.
5. Press the **Menu** key.
6. Click **Save**.

Related topics

Move a media file, 163
Change the location for storing videos, 158

Change options to compensate for different lighting conditions in pictures

You can change the default flash setting, if available, and white balance of the pictures that you take.

1. On the Home screen, click the **Camera** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
   - To change the default flash mode for pictures, if available, change the **Default Flash Setting** field.

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- To improve the colors in pictures, in the **White Balance** field, click the current lighting condition.

5. Press the **Menu** key.
6. Click **Save**.

Apply a color effect to pictures

You can apply a sepia or black-and-white color effect to pictures that you take.

1. On the Home screen, click the **Camera** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Color Effect** field.
5. Press the **Menu** key.
6. Click **Save**.

Change the autofocus setting

1. On the Home screen, click the **Camera** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Auto Focus** field.
5. Press the **Menu** key.
6. Click **Save**.

Pictures

View a picture

1. On the Home screen, click the **Media** icon.
2. Click the **Pictures** icon.
3. Click a category.
4. Click a picture.

To view the next or previous picture, slide your finger on the trackpad to the right or left.

Related topics

Transfer a file between your device and your computer using the Roxio Media Manager, 169
Transfer a file between your device and your computer in mass storage mode or MTP, 170

Pan a picture

To perform this task, you must be zoomed in to the picture.

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In a picture, slide your finger in any direction on the trackpad.

Zoom in to or out from a picture

1. In a picture, press the **Menu** key.
2. Click **Zoom In** or **Zoom Out**.

To zoom back to the original picture size, press the **Menu** key. Click **Fit to Screen**.

Rotate a picture

1. In a picture, press the **Menu** key.
2. Click **Rotate**.

The picture turns 90 degrees in a clockwise direction.

Save a picture from an MMS message or a web page

You can save picture files, such as .jpg, .png, .gif, or .bmp files, to the BlackBerry® device memory or a media card.

1. Open a picture attachment in an MMS message or highlight a picture on a web page.
2. Press the **Menu** key.
3. Click **Save Image**.
4. Click **Save**.

Use a picture as your device wallpaper

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Browse to a picture.
4. Click **Set As Wallpaper**.

View pictures as a slide show

A slide show displays all the pictures in a category or folder in sequence.

1. On the Home screen, click the **Media** icon.
2. Click the **Pictures** icon.
3. Click a category.
4. Highlight a picture.
5. Press the **Menu** key.
6. Click **View Slide Show**.

To close the slide show, press the **Escape** key.

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Change the number of seconds between slides in a slide show

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Slide Show Interval** field.
5. Press the **Menu** key.
6. Click **Save**.

View pictures in list view

1. On the Home screen, click the **Media** icon.
2. Click the **Pictures** icon.
3. Click a category.
4. Press the **Menu** key.
5. Click **View List**.

Sort pictures

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **Sort By** field.
5. Press the **Menu** key.
6. Click **Save**.

Managing media files

Rename an audio or video file

You can only rename media files that you added.

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Explore**.
4. Navigate to a folder that contains audio or video files.
5. Highlight an audio or video file.
6. Press the **Menu** key.
7. Click **Rename**.
8. Type a name for the file.
9. Click **Save**.

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Related topics
Rename a picture or picture folder, 163
Rename a playlist, 156

Rename a picture or picture folder

You can only rename pictures and picture folders that you transferred to or created on your BlackBerry® device.

1. On the Home screen, click the **Media** icon.
2. Click the **Pictures** icon.
3. Click a category.
4. Highlight a picture or picture folder.
5. Press the **Menu** key.
6. Click **Rename**.
7. Type a name for the picture or picture folder.
8. Click **Save**.

Related topics
Rename an audio or video file, 162
Rename a playlist, 156

Move a media file

You can only move media files that you added.

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Explore**.
4. Navigate to a folder that contains media files.
5. Highlight a media file.
6. Press the **Menu** key.
7. Click **Move**.
8. Navigate to the new location.
9. Click a folder.
10. Click **Move Here**.

Related topics
Change the location for storing pictures, 159
Change the location for storing videos, 158

Delete a media file or folder

You can only delete media files and folders that you added.

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Highlight a media file or folder.

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5. Press the **Menu** key.
6. Click **Delete**.

Related topics
Delete a playlist, 156

Search for a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. In the **Find** field, type part or all of a name for a media file.

View properties for a media file

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Highlight a media file.
5. Press the **Menu** key.
6. Click **Properties**.

Memory and media cards

About media cards

Depending on your BlackBerry® device model, you can insert a microSD media card into your device to take videos and extend the memory that is available on your device for storing media files such as songs, ring tones, videos, or pictures. For more information about inserting a media card into your device, see the printed documentation that came with your device.

Format the device memory or a media card

If you format the BlackBerry® device memory or a media card, all the files in the device memory or on the media card are deleted.

Depending on your device model, you might not be able to format your device memory.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Press the **Menu** key.
4. Click **Format**.
5. Complete the instructions on the screen.

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View the amount of memory used by media files

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Memory Use**.

Supported media cards

Your BlackBerry® device supports media card sizes up to 32 GB. Only microSD media cards are supported.

Change the amount of memory available for media files

To optimize the performance of your BlackBerry® device, you can change the amount of memory that your device allocates for media files.

Depending on your BlackBerry® device model, this feature might not be supported.

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
   - To change the maximum amount of device memory available for all media files, change the **Device Memory Limit** field.
   - To change the minimum amount of device memory available for pictures, change the **Reserved Pictures Memory** field.
5. Press the **Menu** key.
6. Click **Save**.

Related topics

View properties for a media file, 164
Set picture quality, 159

Turn off media card support

When you turn off media card support, your BlackBerry® device cannot access the files on your media card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Change the **Media Card Support** field to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Change how you transfer files between your device and your computer

Depending on your BlackBerry® device model or your wireless service provider, mass storage mode or MTP might not be supported.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Do one of the following actions:

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- To use mass storage mode to transfer files between your BlackBerry device and computer, set the **Mass Storage Mode Support** field to **On**. If necessary, change the **Auto Enable Mass Storage Mode When Connected** field.
- To use MTP to transfer media files between your device and computer, set the **Media Transfer Protocol (MTP)** field to **On**. If necessary, change the **Auto Enable Mass Storage Mode When Connected** field.
- To receive a prompt to select either mass storage mode or MTP when you connect your device to your computer, set the **Auto Enable Mass Storage Mode When Connected** field to **Prompt**.

4. Press the **Menu** key.
5. Click **Save**.

Turn off mass storage mode or MTP

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Change the **Media Transfer Protocol (MTP)** field or the **Mass Storage Mode Support** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off the prompt for mass storage mode

Depending on your BlackBerry® device model or your wireless service provider, mass storage mode or MTP might not be supported.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Change the **Auto Enable Mass Storage Mode When Connected** field to **Yes** or **No**.
4. Press the **Menu** key.
5. Click **Save**.

About compression

Compression is designed to reduce the size of your BlackBerry® device data while maintaining the integrity of that data. When compression is turned on, your device compresses all device data, including messages, contacts, calendar entries, tasks, and memos. You should keep compression turned on.

If both compression and encryption are turned on, your device compresses device data before encrypting it.

About file encryption

File encryption is designed to protect files that you store in the BlackBerry® device memory and on a media card that can be inserted in your device. You can encrypt the files in the device memory and on your media card using an encryption key that your device generates, your device password, or both.

If you encrypt the files using an encryption key that your device generates, you can only access the files on your media card when the media card is inserted in your device. If you encrypt the files using your device password, you can access the files on your media card in any device that you insert your media card into, as long as you know the password for the device.

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Turn on encryption

To encrypt data in the device memory, you must have set a password for your BlackBerry® device.

Depending on the amount of memory available for storing files in the device memory, you might not be able to encrypt files in the device memory.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Encryption**.
4. Change the **Encryption** field to **Enabled**.
5. To encrypt data in the device memory, set the **Device Memory** field to **Enabled**.
6. To encrypt files stored on a media card and on your device, set the **Media Card** field to **Enabled** and perform one of the following actions:
   - To encrypt files using an encryption key that your device generates, change the **Mode** field to **Device**.
   - To encrypt files using your device password, change the **Mode** field to **Security Password**.
   - To encrypt files using an encryption key and your device password, change the **Mode** field to **Security Password & Device**.
7. To also encrypt media files such as pictures, songs, and videos, set the **Include Media Files** field to **Yes**.
8. Press the **Menu** key.
9. Click **Save**.

To stop encrypting data in the device memory, change the **Device Memory** field to **Disabled**. To stop encrypting files, change the **Media Card** field to **Disabled**.

Related topics

Set a device password, 333

Repair your media card or device memory

CAUTION: If you run the repair feature on your BlackBerry® device, your device might delete files that have errors from your media card or device memory.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Press the **Menu** key.
4. Click **Repair**.
5. Complete the instructions on the screen.

If your media card is still not repaired, you might want to reformat it.

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Transferring and downloading media files

About transferring and synchronizing media files

You can connect your BlackBerry® device to your computer to transfer and synchronize files between your device and computer, or you can use Bluetooth® technology to send media files to or receive media files from a Bluetooth enabled device.

If you want to manage and preserve the information associated with your media files when you transfer or synchronize files between your device and your computer, use the media manager tool of the BlackBerry® Desktop Manager. For more information about using the media manager tool, see the help in the Roxio® Media Manager. For more information about using BlackBerry® Media Sync, see the help in BlackBerry Media Sync.

If you want to transfer files quickly between your media card and computer, use mass storage mode or MTP. Use mass storage mode to transfer all file types and MTP to transfer media files. Depending on your BlackBerry device model or your wireless service provider, mass storage mode or MTP might not be supported.

If you transfer files to your media card using mass storage mode, MTP, or Bluetooth technology, your device does not encrypt the files. If you transfer encrypted files from your media card using mass storage mode, MTP, or Bluetooth technology, you cannot decrypt the files on your computer or on a Bluetooth enabled device. You can use the Roxio Media Manager to preserve encryption in media files that you transfer between your computer and your device.

Supported audio and video file formats

Type	File format
Audio	• .mp3 • .m4a • .wma • .wav
Video	• .mp4 • .mov • .3gp • .3gp2 • .avi • .asf • .wmv

For more information about file formats that your BlackBerry® device supports, visit www.blackberry.com/btsc on page and search for media types supported.

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Transfer a file between your device and your computer using the Roxio Media Manager

1. Connect your BlackBerry® device to your computer.
2. On your computer, open the BlackBerry® Desktop Manager.
3. Click **Media**.
4. In the **Media Manager** section, click **Start**.
5. Click one of the following options:
   - **Manage Pictures**
   - **Manage Music**
   - **Manage Videos**
6. In the left pane, click the **Folders** tab.
7. Drag a file or folder from one location to another.

For more information about transferring and managing media files, see the online help that is available in the Roxio® Media Manager.

Synchronize your music from your computer to your device using BlackBerry Media Sync

To perform this task, mass storage mode must be turned on.

Using BlackBerry® Media Sync, you can synchronize specific iTunes playlists and Windows Media® Player playlists to your BlackBerry device or a random selection of your songs that are not in a playlist.

1. Connect your device to your computer.
2. On your computer, open the BlackBerry® Desktop Manager.
3. Cick the **Media** icon.
4. In the BlackBerry Media Sync section, click the **Launch** tab.
5. If necessary, in the drop-down list, select your music application.
6. Perform one of the following actions:
   - To synchronize specific playlists, select the check box beside one or more playlists.
   - To synchronize a random selection of your songs, select the **Fill available space with random music** check box. Available space does not include the reserved space.
   - To synchronize specific playlists as well as a random selection of your songs, select the check box beside one or more playlists. Select the **Fill available space with random music** check box. Available space does not include the reserved space.
7. Click **Sync Music**.
8. Click **OK**.
9. Disconnect your device from your computer.

To view your playlists on your device, on the Home screen, click the **Media** icon. Click the **Music** icon. Click **Playlists**. Your songs that are not in a playlist appear in the Random Music playlist.

For more information about transferring and managing media files, see the online help in BlackBerry Media Sync.

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Transfer a file between your device and your computer in mass storage mode or MTP

Depending on your BlackBerry® device model or your wireless service provider, mass storage mode or MTP might not be supported.

Mass storage mode and MTP enable you to transfer files between a media card in your BlackBerry device and your computer, or your device memory and computer.

1. Connect your device to your computer.
2. On the Home screen or in a folder, click the **Options** icon.
3. Set the **Mass Storage Mode Support** field or **Media Transfer Protocol (MTP)** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.
6. On your computer, your device might appear as a removable disk. Drag a file from a location on your computer to your device.

To exit mass storage mode or MTP, disconnect your device from your computer.

Change how you transfer files between your device and your computer

Depending on your BlackBerry® device model or your wireless service provider, mass storage mode or MTP might not be supported.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Do one of the following actions:
   - To use mass storage mode to transfer files between your BlackBerry device and computer, set the **Mass Storage Mode Support** field to **On**. If necessary, change the **Auto Enable Mass Storage Mode When Connected** field.
   - To use MTP to transfer media files between your device and computer, set the **Media Transfer Protocol (MTP)** field to **On**. If necessary, change the **Auto Enable Mass Storage Mode When Connected** field.
   - To receive a prompt to select either mass storage mode or MTP when you connect your device to your computer, set the **Auto Enable Mass Storage Mode When Connected** field to **Prompt**.
4. Press the **Menu** key.
5. Click **Save**.

Save a media file from a web page

1. On a web page, click a link for a media file.
2. Click **Save**.
3. Type a name for the media file.
4. Click **Save**.

Save a picture from an MMS message or a web page

You can save picture files, such as .jpg, .png, .gif, or .bmp files, to the BlackBerry® device memory or a media card.

1. Open a picture attachment in an MMS message or highlight a picture on a web page.
2. Press the **Menu** key.
3. Click **Save Image**.

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4. Click **Save**.

Download a file or an attachment

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, in a calendar entry, or on a web page, perform one of the following actions:
   - If there is only one attachment in a message or calendar entry, press the **Menu** key.
   - If there are multiple attachments in a message or calendar entry, highlight an attachment. Press the **Menu** key.
   - If you are downloading a file from a web page, press the **Menu** key.
2. Click **Download Attachment** or **Download File**.
3. Click **Download**.
4. If necessary, click **More** or **More All**.
5. Highlight the folder that you want to save the file or attachment in.
6. Press the **Menu** key.
7. Click **Select Here**.

Stop downloading an attachment

1. In a message, highlight an attachment that you are downloading.
2. Press the **Menu** key.
3. Click **Cancel Download**.

Receive a media file using Bluetooth technology

To perform this task, Bluetooth® technology must be turned on and your BlackBerry® device must be paired with a Bluetooth enabled device.

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. Press the **Menu** key.
4. Click **Receive Using Bluetooth**.
5. Send a media file from the paired Bluetooth enabled device.
6. If necessary, click **Yes**.
7. Click **Save**.

Send a media file

To perform this task with a paired Bluetooth® enabled device, you must turn on Bluetooth technology.

You can only send media files that you added.

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.

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4. Highlight a media file.
5. Press the **Menu** key.
6. Perform one of the following actions:
   - To send a picture file, click **Send or Share**. Click a message type.
   - To send an audio or video file, click the send option for a message type.

Download a ring tone

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Media** icon.
2. Click the **Ring Tones** icon.
3. Press the **Menu** key.
4. Click **Download Ring Tones**.

Download a picture

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Media** icon.
2. Click the **Pictures** icon.
3. Click a category.
4. Press the **Menu** key.
5. Click **Download Images**.

Media shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Audio and video files

- To pause an audio or video file, press the **Mute** key on the top of your BlackBerry® device. To resume playing an audio or video file, press the **Mute** key again.
- To play the next song, press and hold the **Volume Up** key on the right side of your device.
- To play the previous song, press and hold the **Volume Down** key on the right side of your device.
- If you are using a headset, to turn on the audio boost feature to amplify the volume for songs, ring tones, and videos, press the **Volume Up** key until you reach the highest volume setting, and then press the **Volume Up** key four times quickly.

Pictures

To pan a picture, you must first be zoomed in.

- To zoom in to a picture, press **3**. To zoom to the original picture size, press **7**.
- To zoom out from a picture, press **9**. To zoom to the original picture size, press **7**.
- To pan up in a picture, press **2**.
- To pan down in a picture, press **8**.
- To pan right in a picture, press **6**.

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- To pan left in a picture, press **4**.
- To return to the center of a picture, press **5**.
- To rotate a picture, press **L**.
- To fit a picture to the screen size, press **1**.

Camera and video camera

- To zoom in to a subject before taking a picture, press the **Volume Up** key.
- To zoom out from a subject before taking a picture, press the **Volume Down** key.
- To take a picture, press the **Right Convenience** key.
- To change the flash mode for a picture, if available, or to turn on low-light mode for a video, press the **Space** key.

Troubleshooting: Media

I cannot play a media file on a web page

Your BlackBerry® device might not support the size or file format of the media file.

I cannot open media files

Depending on your BlackBerry® device model or your wireless service provider, mass storage mode or MTP might not be supported.

Try one of the following actions:

- If you are trying to open a media file on your BlackBerry device and your device is connected to your computer, disconnect your device from the computer or turn off mass storage mode or MTP.
- If you are trying to open a media file on your computer using mass storage mode or MTP, verify that you have closed the media manager tool of the BlackBerry® Desktop Manager.
- If you are trying to open a media file on your computer using the media manager tool of the BlackBerry Desktop Manager, verify that mass storage mode or MTP is turned off on your device.
- If you encrypted the media files on your media card using an encryption key that your device generated and you are trying to open an encrypted media file using your computer or a device other than the BlackBerry device that you used to encrypt the file, insert the media card into the BlackBerry device that you used to encrypt the file. In the memory options, change the **Encryption Mode** field to **None** or **Security Password**.

Related topics

Turn off mass storage mode or MTP, 166

I cannot save media files

Your BlackBerry® device memory or media card might not have enough available memory to store media files.

Try performing the following actions:

- If you are trying to save a media file to your device memory, delete old data or messages from your device.
- If you are trying to save a media file on your media card, delete old media files.

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- In the camera options, verify that the **Picture Quality** field is not set to **Superfine**. Superfine pictures use more memory than fine or normal pictures.
- If possible, increase the maximum amount of memory available for pictures.

Related topics
Delete a media file or folder, 163
Delete a message, 55

My device does not recognize my media card

Depending on your BlackBerry® device model or your wireless service provider, mass storage mode or MTP might not be supported.

Try one of the following actions:

- Verify that your media card is inserted in your BlackBerry device correctly. For more information about inserting a media card into your device, see the printed documentation that came with your device.
- In your media card options, if there is a message to format your media card, disconnect your device from your computer. Turn off mass storage mode or MTP. Format the media card. Turn on mass storage mode or MTP.

Related topics
Turn off mass storage mode or MTP, 166
Format the device memory or a media card, 164

My device is not using the correct ring tone or wallpaper

If you are using a ring tone or wallpaper picture that you encrypted in the device memory or on the media card using your BlackBerry® device password and you reset your device, unlock your device.

Related topics
Lock your device, 334

The flash dims or turns off

If the camera has a flash, and the battery power level drops below 20 percent, the flash dims to conserve battery power. In cold temperatures, when the battery power level drops below 20 percent, the flash might turn off.

Some pictures that I take are blurry

In low lighting conditions, the camera might compensate for the lack of exposure by using a slower shutter speed. If you move the camera before the shutter clicks, the picture might be blurry. If the camera is using a slower shutter speed, an exclamation point indicator appears at the bottom of the screen.

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Depending on your BlackBerry® device model, you might be able to decrease the blurriness in pictures that is caused by slight movements of the camera by turning on image stabilization in the camera options.

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related topics

Feature availability, 0

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Browser

Browser basics

Browsing web pages

Visit a web page

Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® device. For more information about the charges associated with using each browser, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Perform one of the following actions:
   - If a web address field appears on the screen, type a web address.
   - If a web address field does not appear on the screen, press the key. Click **Go To**. Type a web address.
3. Press the **Enter** key.

Search the Internet

To perform this task, your email account must use the BlackBerry® Internet Service that supports this feature. For more information, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Perform one of the following actions:
   - If the **Search here** field appears on the screen, type the search terms.
   - If the **Search here** field does not appear on the screen, press the **Menu** key. Click **Go To**. Type the search terms.
3. Press the **Enter** key.

Switch browser views

You can view web pages in Column view or Page view. Column view displays web pages in a mobile view format. Page view displays web pages in a wide screen format that is similar to the format that the browser on your computer uses to display web pages.

1. On a web page, press the **Menu** key.
2. Click **Column View** or **Page View**.

Zoom in to or out from a web page

1. On a web page, press the **Menu** key.
2. Click **Zoom In** or **Zoom Out**.

To zoom back to the original web page size, press the **Escape** key.

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Move back or forward a web page

1. On a web page, press the **Menu** key.
2. Click **Back** or **Forward**.

Refresh a web page

1. On a web page, press the **Menu** key.
2. Click **Refresh**.

Save a web page to the main messages application

A saved web page displays content that was current at the time that you saved the web page.

1. On a web page, press the **Menu** key.
2. Click **Save Page**.
3. Click **OK**.

Stop loading a web page

1. When a web page is loading, press the **Menu** key.
2. Click **Stop**.

Search for text in a message, in an attachment, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in an attachment, or on a web page, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

View a list of web pages you visited recently

Depending on the browser that you used to visit a web page or add a bookmark, when you click the web page in the browser history or bookmark list, the web page might open in the browser that you used to visit the web page and not the browser that you set as your default browser. Extra fees might apply for using a different browser. For more information about the fees associated with each of the browsers that are available on your BlackBerry® device, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **History**.

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Return to the home page

1. On a web page, press the **Menu** key.
2. Click **Home**.

Close the browser

1. On a web page, press the **Menu** key.
2. Click **Close**.

Viewing, copying, and forwarding addresses

View the address for a web page

1. On a web page, press the **Menu** key.
2. Click **Page Address**.

View the address for a link or picture

1. On a web page, highlight or pause on a link or picture.
2. Press the **Menu** key.
3. Click **Link Address** or **Image Address**.

Copy an address for a web page, link, or picture

1. On a web page, perform one of the following actions:
   - Highlight or pause on a link. Press the **Menu** key. Click **Link Address**.
   - Highlight or pause on a picture. Press the **Menu** key. Click **Image Address**.
   - Press the **Menu** key. Click **Page Address**.
2. Click **Copy Address**.

To paste the address, press the **Menu** key. Click **Paste**.

Send a web page address

1. On the Home screen, click the **Browser** icon.
2. On a web page, press the **Menu** key.
3. Click **Send Address**.
4. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Send a link or picture from a web page

1. On a web page, highlight or pause on a link or picture.

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2. Press the **Menu** key.
3. Click **Link Address** or **Image Address**.
4. Click **Send Address**.
5. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Viewing pictures and playing media files

Play a media file on a web page

1. On a web page, click a media file.
2. Click **Open**.

Save a song or video from a web page

1. In the browser, click a link for a song or video.
2. Click **Save**.
3. Type a name for the song or video.
4. Click **Save**.

View a full picture on a web page

1. On a web page, highlight or pause on a picture.
2. Press the **Menu** key.
3. Click **Full Image**.

Zoom in to or out from a picture

1. In a picture, press the **Menu** key.
2. Click **Zoom**.

To zoom back to the original picture size, press the **Menu** key. Click **Fit to Screen**.

To close the picture, press the **Escape** key once in the camera or twice in the media application.

Browser bookmarks

About bookmarks for web pages

You can add bookmarks for web pages that you visit frequently. When you add a bookmark, you can set whether you want the browser to check the web page for updates periodically. Bookmarks for web pages that have been updated since the last time you visited them appear in italic.

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Add a bookmark for a web page

Depending on the browser that you used to visit a web page or add a bookmark, when you click the web page in the browser history or bookmark list, the web page might open in the browser that you used to visit the web page and not the browser that you set as your default browser. Extra fees might apply for using a different browser. For more information about the fees associated with each of the browsers that are available on your BlackBerry® device, contact your wireless service provider.

1. On a web page, press the **Menu** key.
2. Click **Add Bookmark**.
3. In the **Auto Synchronize** field, set how often the browser should check for updates to the web page.
4. In the **Start time** field, set the time of day when the browser should start checking for updates.
5. Click **Add**.

If you visit the web page offline, the browser displays the content that was current the last time that you viewed the web page online.

Change a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark.
5. Press the **Menu** key.
6. Click **Edit Bookmark**.
7. Change the bookmark.
8. Click **Accept**.

Send a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark.
5. Press the **Menu** key.
6. Click **Send Bookmark**.
7. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Delete a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.

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4. Highlight a bookmark.
5. Press the **Menu** key.
6. Click **Delete Bookmark**.

Add a bookmark folder for web pages

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark folder.
5. Press the **Menu** key.
6. Click **Add Subfolder**.

File a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark.
5. Press the **Menu** key.
6. Click **Move Bookmark**.
7. Click the new location.

Rename a bookmark folder for web pages

You can only rename folders that you created.

1. On the Home screen, click the **Browser** icon.
2. Highlight a folder.
3. Press the **Menu** key.
4. Click **Rename Folder**.

Delete a bookmark folder for web pages

You can only delete folders that you created.

1. On the Home screen, click the **Browser** icon.
2. Highlight a folder.
3. Press the **Menu** key.
4. Click **Delete Folder**.

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Web feeds

About web feeds

Web feeds provide you with information about updates to web site content. You can open a web feed to view a list of titles and descriptions for updated web site content. For example, if you open a sports web feed for a news web site, you can scan a list of sports stories that the web site has published since the last time that you checked the web feed. If a title interests you, you can view the web feed content, or if an audio version of the content is available, you can listen to the web feed content.

You can open web feeds on web pages, or you can subscribe to web feeds and open them from your bookmark list. In your bookmark list, web feeds that have been updated since the last time you checked them appear in italic. In a web feed, unopened web feed titles appear in bold.

If one or more web feeds are available on a web page, the Add Web Feed option appears in the menu.

Subscribe to a web feed

1. On a web page, press the **Menu** key.
2. Click **Add Web Feed**.
3. Select the check box beside a web feed.
4. In the **Auto Synchronize** field, set how often the browser should check for updates to the web feed.
5. In the **Start time** field, set the time of day when the browser should start checking for updates.
6. Click **Add**.

View web feed content

1. In a web feed, highlight a title.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To view a summary of the story, click **Show Description**.
   - To view the full story, click **Read Story**.

To hide a description, highlight a title. Press the **Menu** key. Click **Hide Description**.

Listen to web feed content

If your BlackBerry® device is associated with an email account that uses the BlackBerry® Internet Service, you can listen to web feed content that does not exceed 5 MB. If your device is associated with an email account that uses the BlackBerry® Enterprise Server, you might not be able to listen to web feed content that exceeds 128 KB. For more information, contact your administrator.

1. In a web feed, highlight a title.
2. Press the **Menu** key.

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3. Click **Get Audio**.

Mark a web feed title as opened or unopened

In a web feed, perform one of the following actions:

- Highlight a title. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

Change a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Edit Bookmark**.
6. Change the web feed.
7. Click **Accept**.

File a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Move Bookmark**.
6. Click the new location.

Delete a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Delete Bookmark**.

Browser options

Change the default browser view

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.

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3. Click **Options**.
4. Click **General Properties**.
5. Change the **Default View** field.
6. Press the **Menu** key.
7. Click **Save Options**.

Change the home page or start page

Depending on your wireless service provider, you might not be able to change the home page.

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Browser Configuration**.
5. Perform any of the following actions:
   - In the **Home Page Address** field, type a web address.
   - Change the **Start Page** field.
6. Press the **Menu** key.
7. Click **Save Options**.

Change JavaScript options

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Select any of the following check boxes:
   - **Support JavaScript**
   - **Allow JavaScript popups**
   - **Terminate slow running scripts**
5. Press the **Menu** key.
6. Click **Save Options**.

Change options for pictures and animation on web pages

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
   - To stop displaying pictures, click **Browser Configuration**. Change the **Show Images** field.
   - To change the quality of pictures, click **General Properties**. Change the **Image Quality** field.
   - To change the number of times that animated graphics repeat, click **General Properties**. Change the **Repeat Animations** field.
5. Press the **Menu** key.
6. Click **Save Options**.

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Change display options for web pages

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Browser Configuration**.
5. Perform any of the following actions:
   - To view background images, select the **Use Background Images** check box.
   - To change the browsing experience, change the **Browser Identification** field.
6. Press the **Menu** key.
7. Click **Save Options**.

Change font options for web pages

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Properties**.
5. Perform any of the following actions:
   - Change the **Default Font Family** and **Default Font Size** fields.
   - Change the **Minimum Font Style** and **Minimum Font Size** fields.
6. Press the **Menu** key.
7. Click **Save Options**.

Set the character encoding for all web pages

By default, your BlackBerry® device uses the optimal character encoding for a web page.

1. On a web page, press the **Menu** key.
2. Click **Set Encoding**.
3. Clear the **Auto mode** check box.
4. Set the **Default charset** field.
5. Click **OK**.

Receive a prompt before closing the browser or running a script

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Properties**.
5. Select any of the following check boxes:
   - **Prompt Before Closing Browser On Escape**
   - **Prompt Before Closing Modified Pages**

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- **Prompt Before Running WML Scripts**

6. Press the **Menu** key.
7. Click **Save Options**.

Clear a browser cache

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Cache Operations**.
5. Beside a cache type, click **Clear**.
6. Press the **Escape** key.

Clear the browser history

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Cache Operations**.
5. Click **Clear History**.
6. Press the **Escape** key.

About browser configurations

The browser on your BlackBerry® device supports multiple browser configurations for optimizing your browsing experience.

If your BlackBerry device is associated with an email account that uses a BlackBerry® Enterprise Server that supports the BlackBerry Browser, you can use the BlackBerry Browser configuration to browse the Internet and your organization's intranet. If you use the BlackBerry Browser configuration, you might not be able to change some browser options.

You can use the Internet Browser configuration to access web pages that enable you to subscribe to BlackBerry web push services or access ring tones. Depending on your wireless service provider, the Internet Browser configuration might not be available on your device or might use a different name. For more information about the Internet Browser configuration, contact your wireless service provider.

You can use the WAP Browser configuration to access web pages from your wireless service provider that enable you to configure your account information and subscribe to services such as voice mail.

If you have a WLAN enabled device and if you are in a WLAN coverage area, you can log in to a WLAN access point and use the Hotspot Browser to browse web pages. If your device is associated with an email account that uses a BlackBerry Enterprise Server, your organization might prevent the Hotspot Browser from appearing, or might restrict you from using the Hotspot browser to browse web pages.

Set the default browser configuration

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.

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3. Click **Browser**.
4. Set the **Default browser configuration** field.
5. Press the **Menu** key.
6. Click **Save**.

About Gears

Gears™ is an extension to the browser application that is designed to provide a richer browsing experience. When you visit a Gears enabled web site and enter information, Gears can store that information on your BlackBerry® device or media card for use during later visits to the web site.

Gears can also help web sites provide customized content to you if you choose to share your location with that web site. Your device does not need to have an internal GPS receiver or be paired with a Bluetooth® enabled GPS receiver to share your location.

The first time you visit a web site that uses Gears, you are prompted to set the permissions for that web site. You can turn off the prompt so that your permissions for the web site are saved. You can change or delete the permissions for Gears-enabled web sites.

Change the Gears permissions for a web site

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Gears Settings**.
5. Click a web site.
6. Perform one of the following actions:
   - To prevent the web site from storing information on your BlackBerry® device, clear the **Local Storage** check box.
   - To prevent the web site from accessing the location of your device, clear the **Location** check box. Your device does not need to be GPS enabled to share your location.
   - To remove the Gears™ permissions for a web site, press the **Menu** key. Click **Remove Site**.
7. Press the **Menu** key.
8. Click **Save**.

Browser security

About TLS

The BlackBerry® Browser configuration is designed to use TLS or SSL to encrypt data that your device sends or receives over the Internet through the BlackBerry® Enterprise Server. Communication between your device and the BlackBerry Enterprise Server is encrypted using Triple DES. Communication between the BlackBerry Enterprise Server and content servers is encrypted using SSL or TLS. To increase security, you can set up TLS for HTTP connections between your device and the BlackBerry Enterprise Server and use Triple DES encryption for all other communication between your device and the BlackBerry Enterprise Server.

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About WTLS

The WAP Browser configuration is designed to use WTLS to encrypt data that your BlackBerry® device sends and receives over the Internet through a WAP gateway. Communication between your device and the WAP gateway is encrypted using WTLS. Communication between the WAP gateway and content servers is encrypted using TLS or SSL.

Manage browser security

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **TLS** or **WTLS**.
5. Set the security options.
6. Press the **Menu** key.
7. Click **Save**.

TLS options

TLS Default:
Specify the type of TLS or SSL connection that your browser uses for HTTP connections. To use a direct TLS or SSL connection, change this field to **Handheld**. To use Triple DES and TLS or SSL, change this field to **Proxy**.

Allow HTTPS Redirections:
Specify whether a prompt appears before a secure web page redirects your browser to another web page.

Protocol:
Specify the protocol that your BlackBerry® device uses for TLS connections between the browser and content servers.

Encryption Strength:
Specify whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To accept and send only data that is encrypted using 128-bit encryption, change this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, change this field to **Allow Weak**.

Allow FIPS Algorithms Only:
Specify whether your browser accepts and sends data that is encrypted using only FIPS-approved algorithms.

Prompt for Server Trust:
Specify whether a prompt appears when your browser tries to connect to an untrusted content server that your device does not have an authentication certificate for.

Prompt for Domain Name:
Specify whether a prompt appears when your browser tries to connect to a content server and the domain name on the authentication certificate for the content server does not match the web address that the browser is trying to connect to.

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Prompt for Certificate:
Specify whether a prompt appears when your browser tries to connect to a content server. You might want a prompt to appear if your device has more than one certificate that you use to authenticate with content servers.

Prompt if Client Cert Not Found:
Specify whether a prompt appears when your browser tries to connect to a content server, but your device does not have a certificate that can be used to authenticate with the content server.

Default Client Cert:
Specify the certificate that your browser uses to authenticate with content servers.

WTLS options

Encryption Strength:
Specify whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To accept and send only data that is encrypted using 128-bit encryption, change this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, change this field to **Allow Weak**.

Prompt for Server Trust:
Specify whether a prompt appears when your browser tries to connect to an untrusted content server that your device does not have an authentication certificate for.

Add a trusted content server

You can add content servers to your list of trusted content servers to accelerate the authentication process when you are authenticating with a content server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **TLS**.
5. Press the **Menu** key.
6. Click **Add Host**.
7. Perform one of the following actions:
   - If the **TLS Default** field is set to **Proxy**, in the **Host Name** field, type the web address for the content server.
   - If the **TLS Default** field is set to **Handheld**, in the **Host Name** field, type the web address for the content server. Set the **Certificate** field to the client certificate that you want to use to authenticate with the content server.
8. Click **OK**.
9. Press the **Menu** key.
10. Click **Save**.

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Browser push

About browser push

Browser push is designed to push information from a web application to your BlackBerry® device as the information becomes available. For example, you can receive updates for weather reports, stock quotes, or breaking news. When your device receives an update, a new browser push message might appear in the messages application or an icon on the Home screen might change to indicate that new information is available. The web application might also push updated information to your browser cache without notifying you. If information is pushed to your browser cache, the information is available on your device even when your device is not connected to the wireless network. Web applications that use browser push automatically push updates to your device, unless you turn off browser push.

Your device supports different types of browser push messages. Service loading messages and service indication messages include updated information. Other browser push messages include messages that appear in your browser cache.

Turn off browser push

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Browser Push**.
4. Perform one of the following actions:
   - To reject all browser push messages, clear the **Enable Push**, **Enable MDS Push**, and **Enable WAP Push** check boxes.
   - To reject browser push messages through a BlackBerry® Enterprise Server or BlackBerry® Internet Service, clear the **Enable MDS Push** check box.
   - To reject browser push messages through WAP gateways, clear the **Enable WAP Push** check box.
5. Press the **Menu** key.
6. Click **Save**.

Browser push options

Process MDS:
Set whether your BlackBerry® device accepts browser push messages from the BlackBerry® Enterprise Server or BlackBerry® Internet Service.

MDS Hosts:
Set whether your device accepts push messages from all BlackBerry Enterprise Servers or BlackBerry Internet Services, or no BlackBerry Enterprise Servers or BlackBerry Internet Services.

Process SMSC:
Set whether your device accepts SMS-based browser push messages.

SMSC Hosts:

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Set which SMSC hosts your device accepts browser push messages from. To accept browser push messages from a specific SMSC host, type the phone number for the SMSC host.

Process IP:
Set whether your device accepts browser push messages that web applications send through a WAP gateway.

IP Hosts:
Set which WAP gateways your device accepts browser push messages from. To accept browser push messages from a specific IP host, type the IP address for the WAP gateway.

Browser shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To insert a period (.) in the web address field, press the **Space** key.
- To insert a slash mark (/) in the web address field, press the **Shift** key and the **Space** key.
- To stop loading a web page, press the **Escape** key.
- To close the browser, press and hold the **Escape** key.

On a web page

- To switch between Column view and Page view, press **Z**.
- To zoom in to a web page, press **I**.
- To zoom out from a web page, press **O**.
- To move to a specific web page, press **G**.
- To return to the home page, press **H**.
- To turn on support for JavaScript, press **J**.
- To open the bookmark list, press **K**.
- To add a bookmark, press **A**.
- To view a list of web pages that you have visited recently, press **Y**.
- To refresh a web page, press **R**.
- To view the web page address for a link, highlight a link. Press **L**.
- To view the web page address for a web page, press **P**.
- To follow a link, highlight or pause on the link. Press the **Enter** key.
- To hide the banner, press **U**. To view the banner, press **U**.
- To open the browser options, in the browser, press **S**.

Navigate a web page

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a web page, press **T**.
- To move to the bottom of a web page, press **B**.

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Troubleshooting: Browser

No browser is available on my device

Depending on your wireless service plan, this feature might not be supported.

Verify that your BlackBerry® device is connected to the wireless network.

I cannot set up automatic synchronization for bookmarks

If encryption for data in the device memory is turned on, you cannot set up automatic synchronization for bookmarks.

Related topics

Turn on encryption, 167

I cannot play a song or video on a web page

Your BlackBerry® device might not support the size or file format of the song or video file.

I receive a prompt to switch browsers when streaming a song or video

If you receive a prompt to switch browsers, you cannot stream songs or videos with the browser configuration that you are using. If you switch to the WAP Browser, extra fees might apply. For more information, contact your wireless service provider or administrator.

To stop receiving this prompt, in the browser options, click **General Properties**. Clear the **Prompt Before Switching to WAP for streaming media** check box.

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Browser

Browser basics

Browsing web pages

Visit a web page

Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® device. For more information about the charges associated with using each browser, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Perform one of the following actions:
   - If a web address field appears on the screen, type a web address.
   - If a web address field does not appear on the screen, press the key. Click **Go To**. Type a web address.
3. Press the **Enter** key.

Search the Internet

To perform this task, your email account must use the BlackBerry® Internet Service that supports this feature. For more information, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Perform one of the following actions:
   - If the **Search here** field appears on the screen, type the search terms.
   - If the **Search here** field does not appear on the screen, press the **Menu** key. Click **Go To**. Type the search terms.
3. Press the **Enter** key.

Switch browser views

You can view web pages in Column view or Page view. Column view displays web pages in a mobile view format. Page view displays web pages in a wide screen format that is similar to the format that the browser on your computer uses to display web pages.

1. On a web page, press the **Menu** key.
2. Click **Column View** or **Page View**.

Zoom in to or out from a web page

1. On a web page, press the **Menu** key.
2. Click **Zoom In** or **Zoom Out**.

To zoom back to the original web page size, press the **Escape** key.

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Move back or forward a web page

1. On a web page, press the **Menu** key.
2. Click **Back** or **Forward**.

Refresh a web page

1. On a web page, press the **Menu** key.
2. Click **Refresh**.

Save a web page to the main messages application

A saved web page displays content that was current at the time that you saved the web page.

1. On a web page, press the **Menu** key.
2. Click **Save Page**.
3. Click **OK**.

Stop loading a web page

1. When a web page is loading, press the **Menu** key.
2. Click **Stop**.

Search for text in a message, in an attachment, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in an attachment, or on a web page, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

View a list of web pages you visited recently

Depending on the browser that you used to visit a web page or add a bookmark, when you click the web page in the browser history or bookmark list, the web page might open in the browser that you used to visit the web page and not the browser that you set as your default browser. Extra fees might apply for using a different browser. For more information about the fees associated with each of the browsers that are available on your BlackBerry® device, contact your wireless service provider.

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **History**.

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Return to the home page

1. On a web page, press the **Menu** key.
2. Click **Home**.

Close the browser

1. On a web page, press the **Menu** key.
2. Click **Close**.

Viewing, copying, and forwarding addresses

View the address for a web page

1. On a web page, press the **Menu** key.
2. Click **Page Address**.

View the address for a link or picture

1. On a web page, highlight or pause on a link or picture.
2. Press the **Menu** key.
3. Click **Link Address** or **Image Address**.

Copy an address for a web page, link, or picture

1. On a web page, perform one of the following actions:
   - Highlight or pause on a link. Press the **Menu** key. Click **Link Address**.
   - Highlight or pause on a picture. Press the **Menu** key. Click **Image Address**.
   - Press the **Menu** key. Click **Page Address**.
2. Click **Copy Address**.

To paste the address, press the **Menu** key. Click **Paste**.

Send a web page address

1. On the Home screen, click the **Browser** icon.
2. On a web page, press the **Menu** key.
3. Click **Send Address**.
4. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Send a link or picture from a web page

1. On a web page, highlight or pause on a link or picture.

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2. Press the **Menu** key.
3. Click **Link Address** or **Image Address**.
4. Click **Send Address**.
5. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Viewing pictures and playing media files

Play a media file on a web page

1. On a web page, click a media file.
2. Click **Open**.

Save a song or video from a web page

1. In the browser, click a link for a song or video.
2. Click **Save**.
3. Type a name for the song or video.
4. Click **Save**.

View a full picture on a web page

1. On a web page, highlight or pause on a picture.
2. Press the **Menu** key.
3. Click **Full Image**.

Zoom in to or out from a picture

1. In a picture, press the **Menu** key.
2. Click **Zoom**.

To zoom back to the original picture size, press the **Menu** key. Click **Fit to Screen**.

To close the picture, press the **Escape** key once in the camera or twice in the media application.

Browser bookmarks

About bookmarks for web pages

You can add bookmarks for web pages that you visit frequently. When you add a bookmark, you can set whether you want the browser to check the web page for updates periodically. Bookmarks for web pages that have been updated since the last time you visited them appear in italic.

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Add a bookmark for a web page

Depending on the browser that you used to visit a web page or add a bookmark, when you click the web page in the browser history or bookmark list, the web page might open in the browser that you used to visit the web page and not the browser that you set as your default browser. Extra fees might apply for using a different browser. For more information about the fees associated with each of the browsers that are available on your BlackBerry® device, contact your wireless service provider.

1. On a web page, press the **Menu** key.
2. Click **Add Bookmark**.
3. In the **Auto Synchronize** field, set how often the browser should check for updates to the web page.
4. In the **Start time** field, set the time of day when the browser should start checking for updates.
5. Click **Add**.

If you visit the web page offline, the browser displays the content that was current the last time that you viewed the web page online.

Change a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark.
5. Press the **Menu** key.
6. Click **Edit Bookmark**.
7. Change the bookmark.
8. Click **Accept**.

Send a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark.
5. Press the **Menu** key.
6. Click **Send Bookmark**.
7. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Delete a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.

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4. Highlight a bookmark.
5. Press the **Menu** key.
6. Click **Delete Bookmark**.

Add a bookmark folder for web pages

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark folder.
5. Press the **Menu** key.
6. Click **Add Subfolder**.

File a bookmark for a web page

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Bookmarks**.
4. Highlight a bookmark.
5. Press the **Menu** key.
6. Click **Move Bookmark**.
7. Click the new location.

Rename a bookmark folder for web pages

You can only rename folders that you created.

1. On the Home screen, click the **Browser** icon.
2. Highlight a folder.
3. Press the **Menu** key.
4. Click **Rename Folder**.

Delete a bookmark folder for web pages

You can only delete folders that you created.

1. On the Home screen, click the **Browser** icon.
2. Highlight a folder.
3. Press the **Menu** key.
4. Click **Delete Folder**.

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Web feeds

About web feeds

Web feeds provide you with information about updates to web site content. You can open a web feed to view a list of titles and descriptions for updated web site content. For example, if you open a sports web feed for a news web site, you can scan a list of sports stories that the web site has published since the last time that you checked the web feed. If a title interests you, you can view the web feed content, or if an audio version of the content is available, you can listen to the web feed content.

You can open web feeds on web pages, or you can subscribe to web feeds and open them from your bookmark list. In your bookmark list, web feeds that have been updated since the last time you checked them appear in italic. In a web feed, unopened web feed titles appear in bold.

If one or more web feeds are available on a web page, the Add Web Feed option appears in the menu.

Subscribe to a web feed

1. On a web page, press the **Menu** key.
2. Click **Add Web Feed**.
3. Select the check box beside a web feed.
4. In the **Auto Synchronize** field, set how often the browser should check for updates to the web feed.
5. In the **Start time** field, set the time of day when the browser should start checking for updates.
6. Click **Add**.

View web feed content

1. In a web feed, highlight a title.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To view a summary of the story, click **Show Description**.
   - To view the full story, click **Read Story**.

To hide a description, highlight a title. Press the **Menu** key. Click **Hide Description**.

Listen to web feed content

If your BlackBerry® device is associated with an email account that uses the BlackBerry® Internet Service, you can listen to web feed content that does not exceed 5 MB. If your device is associated with an email account that uses the BlackBerry® Enterprise Server, you might not be able to listen to web feed content that exceeds 128 KB. For more information, contact your administrator.

1. In a web feed, highlight a title.
2. Press the **Menu** key.

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3. Click **Get Audio**.

Mark a web feed title as opened or unopened

In a web feed, perform one of the following actions:

- Highlight a title. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

Change a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Edit Bookmark**.
6. Change the web feed.
7. Click **Accept**.

File a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Move Bookmark**.
6. Click the new location.

Delete a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Delete Bookmark**.

Browser options

Change the default browser view

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.

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3. Click **Options**.
4. Click **General Properties**.
5. Change the **Default View** field.
6. Press the **Menu** key.
7. Click **Save Options**.

Change the home page or start page

Depending on your wireless service provider, you might not be able to change the home page.

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Browser Configuration**.
5. Perform any of the following actions:
   - In the **Home Page Address** field, type a web address.
   - Change the **Start Page** field.
6. Press the **Menu** key.
7. Click **Save Options**.

Change JavaScript options

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Select any of the following check boxes:
   - **Support JavaScript**
   - **Allow JavaScript popups**
   - **Terminate slow running scripts**
5. Press the **Menu** key.
6. Click **Save Options**.

Change options for pictures and animation on web pages

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
   - To stop displaying pictures, click **Browser Configuration**. Change the **Show Images** field.
   - To change the quality of pictures, click **General Properties**. Change the **Image Quality** field.
   - To change the number of times that animated graphics repeat, click **General Properties**. Change the **Repeat Animations** field.
5. Press the **Menu** key.
6. Click **Save Options**.

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Change display options for web pages

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Browser Configuration**.
5. Perform any of the following actions:
   - To view background images, select the **Use Background Images** check box.
   - To change the browsing experience, change the **Browser Identification** field.
6. Press the **Menu** key.
7. Click **Save Options**.

Change font options for web pages

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Properties**.
5. Perform any of the following actions:
   - Change the **Default Font Family** and **Default Font Size** fields.
   - Change the **Minimum Font Style** and **Minimum Font Size** fields.
6. Press the **Menu** key.
7. Click **Save Options**.

Set the character encoding for all web pages

By default, your BlackBerry® device uses the optimal character encoding for a web page.

1. On a web page, press the **Menu** key.
2. Click **Set Encoding**.
3. Clear the **Auto mode** check box.
4. Set the **Default charset** field.
5. Click **OK**.

Receive a prompt before closing the browser or running a script

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Properties**.
5. Select any of the following check boxes:
   - **Prompt Before Closing Browser On Escape**
   - **Prompt Before Closing Modified Pages**

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- **Prompt Before Running WML Scripts**

6. Press the **Menu** key.
7. Click **Save Options**.

Clear a browser cache

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Cache Operations**.
5. Beside a cache type, click **Clear**.
6. Press the **Escape** key.

Clear the browser history

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Cache Operations**.
5. Click **Clear History**.
6. Press the **Escape** key.

About browser configurations

The browser on your BlackBerry® device supports multiple browser configurations for optimizing your browsing experience.

If your BlackBerry device is associated with an email account that uses a BlackBerry® Enterprise Server that supports the BlackBerry Browser, you can use the BlackBerry Browser configuration to browse the Internet and your organization's intranet. If you use the BlackBerry Browser configuration, you might not be able to change some browser options.

You can use the Internet Browser configuration to access web pages that enable you to subscribe to BlackBerry web push services or access ring tones. Depending on your wireless service provider, the Internet Browser configuration might not be available on your device or might use a different name. For more information about the Internet Browser configuration, contact your wireless service provider.

You can use the WAP Browser configuration to access web pages from your wireless service provider that enable you to configure your account information and subscribe to services such as voice mail.

If you have a Wi-Fi® enabled device and if you are in a Wi-Fi coverage area, you can log in to a Wi-Fi access point and use the Hotspot Browser to browse web pages. If your device is associated with an email account that uses a BlackBerry Enterprise Server, your organization might prevent the Hotspot Browser from appearing, or might restrict you from using the Hotspot browser to browse web pages.

Set the default browser configuration

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.

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3. Click **Browser**.
4. Set the **Default browser configuration** field.
5. Press the **Menu** key.
6. Click **Save**.

About Gears

Gears™ is an extension to the browser application that is designed to provide a richer browsing experience. When you visit a Gears enabled web site and enter information, Gears can store that information on your BlackBerry® device or media card for use during later visits to the web site.

Gears can also help web sites provide customized content to you if you choose to share your location with that web site. Your device does not need to have an internal GPS receiver or be paired with a Bluetooth® enabled GPS receiver to share your location.

The first time you visit a web site that uses Gears, you are prompted to set the permissions for that web site. You can turn off the prompt so that your permissions for the web site are saved. You can change or delete the permissions for Gears-enabled web sites.

Change the Gears permissions for a web site

1. On the Home screen, click the **Browser** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Gears Settings**.
5. Click a web site.
6. Perform one of the following actions:
   - To prevent the web site from storing information on your BlackBerry® device, clear the **Local Storage** check box.
   - To prevent the web site from accessing the location of your device, clear the **Location** check box. Your device does not need to be GPS enabled to share your location.
   - To remove the Gears™ permissions for a web site, press the **Menu** key. Click **Remove Site**.
7. Press the **Menu** key.
8. Click **Save**.

Browser security

About TLS

The BlackBerry® Browser configuration is designed to use TLS or SSL to encrypt data that your device sends or receives over the Internet through the BlackBerry® Enterprise Server. Communication between your device and the BlackBerry Enterprise Server is encrypted using Triple DES. Communication between the BlackBerry Enterprise Server and content servers is encrypted using SSL or TLS. To increase security, you can set up TLS for HTTP connections between your device and the BlackBerry Enterprise Server and use Triple DES encryption for all other communication between your device and the BlackBerry Enterprise Server.

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About WTLS

The WAP Browser configuration is designed to use WTLS to encrypt data that your BlackBerry® device sends and receives over the Internet through a WAP gateway. Communication between your device and the WAP gateway is encrypted using WTLS. Communication between the WAP gateway and content servers is encrypted using TLS or SSL.

Manage browser security

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **TLS** or **WTLS**.
5. Set the security options.
6. Press the **Menu** key.
7. Click **Save**.

TLS options

TLS Default:
Specify the type of TLS or SSL connection that your browser uses for HTTP connections. To use a direct TLS or SSL connection, change this field to **Handheld**. To use Triple DES and TLS or SSL, change this field to **Proxy**.

Allow HTTPS Redirections:
Specify whether a prompt appears before a secure web page redirects your browser to another web page.

Protocol:
Specify the protocol that your BlackBerry® device uses for TLS connections between the browser and content servers.

Encryption Strength:
Specify whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To accept and send only data that is encrypted using 128-bit encryption, change this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, change this field to **Allow Weak**.

Allow FIPS Algorithms Only:
Specify whether your browser accepts and sends data that is encrypted using only FIPS-approved algorithms.

Prompt for Server Trust:
Specify whether a prompt appears when your browser tries to connect to an untrusted content server that your device does not have an authentication certificate for.

Prompt for Domain Name:
Specify whether a prompt appears when your browser tries to connect to a content server and the domain name on the authentication certificate for the content server does not match the web address that the browser is trying to connect to.

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Prompt for Certificate:
Specify whether a prompt appears when your browser tries to connect to a content server. You might want a prompt to appear if your device has more than one certificate that you use to authenticate with content servers.

Prompt if Client Cert Not Found:
Specify whether a prompt appears when your browser tries to connect to a content server, but your device does not have a certificate that can be used to authenticate with the content server.

Default Client Cert:
Specify the certificate that your browser uses to authenticate with content servers.

WTLS options

Encryption Strength:
Specify whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To accept and send only data that is encrypted using 128-bit encryption, change this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, change this field to **Allow Weak**.

Prompt for Server Trust:
Specify whether a prompt appears when your browser tries to connect to an untrusted content server that your device does not have an authentication certificate for.

Add a trusted content server

You can add content servers to your list of trusted content servers to accelerate the authentication process when you are authenticating with a content server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **TLS**.
5. Press the **Menu** key.
6. Click **Add Host**.
7. Perform one of the following actions:
   - If the **TLS Default** field is set to **Proxy**, in the **Host Name** field, type the web address for the content server.
   - If the **TLS Default** field is set to **Handheld**, in the **Host Name** field, type the web address for the content server. Set the **Certificate** field to the client certificate that you want to use to authenticate with the content server.
8. Click **OK**.
9. Press the **Menu** key.
10. Click **Save**.

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Browser push

About browser push

Browser push is designed to push information from a web application to your BlackBerry® device as the information becomes available. For example, you can receive updates for weather reports, stock quotes, or breaking news. When your device receives an update, a new browser push message might appear in the messages application or an icon on the Home screen might change to indicate that new information is available. The web application might also push updated information to your browser cache without notifying you. If information is pushed to your browser cache, the information is available on your device even when your device is not connected to the wireless network. Web applications that use browser push automatically push updates to your device, unless you turn off browser push.

Your device supports different types of browser push messages. Service loading messages and service indication messages include updated information. Other browser push messages include messages that appear in your browser cache.

Turn off browser push

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Browser Push**.
4. Perform one of the following actions:
   - To reject all browser push messages, clear the **Enable Push**, **Enable MDS Push**, and **Enable WAP Push** check boxes.
   - To reject browser push messages through a BlackBerry® Enterprise Server or BlackBerry® Internet Service, clear the **Enable MDS Push** check box.
   - To reject browser push messages through WAP gateways, clear the **Enable WAP Push** check box.
5. Press the **Menu** key.
6. Click **Save**.

Browser push options

Process MDS:
Set whether your BlackBerry® device accepts browser push messages from the BlackBerry® Enterprise Server or BlackBerry® Internet Service.

MDS Hosts:
Set whether your device accepts push messages from all BlackBerry Enterprise Servers or BlackBerry Internet Services, or no BlackBerry Enterprise Servers or BlackBerry Internet Services.

Process SMSC:
Set whether your device accepts SMS-based browser push messages.

SMSC Hosts:

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Set which SMSC hosts your device accepts browser push messages from. To accept browser push messages from a specific SMSC host, type the phone number for the SMSC host.

Process IP:
Set whether your device accepts browser push messages that web applications send through a WAP gateway.

IP Hosts:
Set which WAP gateways your device accepts browser push messages from. To accept browser push messages from a specific IP host, type the IP address for the WAP gateway.

Browser shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To insert a period (.) in the web address field, press the **Space** key.
- To insert a slash mark (/) in the web address field, press the **Shift** key and the **Space** key.
- To stop loading a web page, press the **Escape** key.
- To close the browser, press and hold the **Escape** key.

On a web page

- To switch between Column view and Page view, press **Z**.
- To zoom in to a web page, press **I**.
- To zoom out from a web page, press **O**.
- To move to a specific web page, press **G**.
- To return to the home page, press **H**.
- To turn on support for JavaScript, press **J**.
- To open the bookmark list, press **K**.
- To add a bookmark, press **A**.
- To view a list of web pages that you have visited recently, press **Y**.
- To refresh a web page, press **R**.
- To view the web page address for a link, highlight a link. Press **L**.
- To view the web page address for a web page, press **P**.
- To follow a link, highlight or pause on the link. Press the **Enter** key.
- To hide the banner, press **U**. To view the banner, press **U**.
- To open the browser options, in the browser, press **S**.

Navigate a web page

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a web page, press **T**.
- To move to the bottom of a web page, press **B**.

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Troubleshooting: Browser

No browser is available on my device

Depending on your wireless service plan, this feature might not be supported.

Verify that your BlackBerry® device is connected to the wireless network.

I cannot set up automatic synchronization for bookmarks

If encryption for data in the device memory is turned on, you cannot set up automatic synchronization for bookmarks.

Related topics

Turn on encryption, 167

I cannot play a song or video on a web page

Your BlackBerry® device might not support the size or file format of the song or video file.

I receive a prompt to switch browsers when streaming a song or video

If you receive a prompt to switch browsers, you cannot stream songs or videos with the browser configuration that you are using. If you switch to the WAP Browser, extra fees might apply. For more information, contact your wireless service provider or administrator.

To stop receiving this prompt, in the browser options, click **General Properties**. Clear the **Prompt Before Switching to WAP for streaming media** check box.

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Date, time, and alarm

Set the date and time manually

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Set Time**.
4. Change the **Set Time** field to **Manual**.
5. Click the **Time** field.
6. On the trackpad, slide your finger to select a time.
7. Click the **Time** field.
8. Click the **Date** field.
9. On the trackpad, slide your finger to select a date.
10. Click the **Date** field.
11. Press the **Menu** key.
12. Click **Save**.

Get the date and time from the wireless network automatically

To perform this task, your BlackBerry® device must be connected to the wireless network.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Set Time**.
4. Perform one of the following actions:
   - To receive a prompt when your device detects a new time zone, change the **Auto Update Time Zone** field to **Prompt**.
   - To have your device update the time zone automatically when it detects a new time zone, change the **Auto Update Time Zone** field to **On**.
5. Change the **Set Time** field to **Automatic**.
6. Press the **Menu** key.
7. Click **Save**.

Change what appears on the display when your device is charging

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Change the **When Charging** field.

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5. Press the **Menu** key.
6. Click **Save**.

Change the clock face

You can set a different clock face for the clock, stopwatch and timer.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Clock Face**, **Stopwatch Face** or **Timer Face** fields.
5. Press the **Menu** key.
6. Click **Save**.

Display a second time zone

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Home Time Zone** field.
5. Press the **Menu** key.
6. Click **Save**.

Turn on bedside clock mode

You can set options for bedside clock mode so that you can view the clock without being interrupted by incoming calls or messages.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Enter Bedside Mode**.

To turn off bedside clock mode, press the **Escape** key.

Related topics

Set options for bedside clock mode, 211

Set options for bedside clock mode

1. On the Home screen, click the **Clock** icon.
2. Press the **Menu** key.

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3. Click **Options**.
4. In the **Bedside Mode** section, perform any of the following actions:
   - To receive LED notification when bedside clock mode is turned on, change the **Disable LED** field to **No**.
   - To turn off the connection to the wireless network, so that your device does not receive phone calls or messages when bedside clock mode is turned on, change the **Disable Radio** field to **Yes**.
   - To turn off screen dimming when bedside clock mode is turned on, change the **Dim Screen** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Turn on the alarm

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Set Alarm**.
4. On the trackpad, slide your finger up or down to highlight **On** or **Weekdays**. Slide your finger to highlight **On** or **Weekdays**.
5. Press the **Escape** key.
6. Click **Save**.

At the top of the Home screen, a clock indicator appears.

Related topics

Turn off your device, 327

Silence the alarm

- If snooze is not turned on, press any key.
- If snooze is turned on, click **Snooze**.

Change alarm notification options

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. In the **Alarm** section, change the **Alarm Tune**, **Snooze Time**, **Volume**, and **Vibration** fields.
5. Press the **Menu** key.
6. Click **Save**.

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Use the stopwatch

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Stopwatch**.
4. Click the **start/stop** icon.
5. Perform any of the following actions:
   - To record lap times, click the **lap** icon.
   - To stop timing, click the **start/stop** icon again.
   - To send the results in a message, press the **Menu** key. Click **Send Results**. Click a message type.

Set the timer

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Timer**.
4. Press the **Menu** key.
5. Click **Set Timer**.
6. Type the length of time to count down.
7. Click **Start**.

If you exit the clock application, the timer continues to count down.

Change timer notification options

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. In the **Countdown Timer** section, change the **Timer Tune**, **Volume**, or **Vibration** fields.
5. Press the **Menu** key.
6. Click **Save**.

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Troubleshooting: Date, time and alarm

The time on my device is incorrect

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the **Menu** key.
3. Click **Set Time**.
4. On the Date/Time screen, try performing one of the following actions:
   - If you have traveled to a different time zone, set the **Time Zone** field to display the correct time zone.
   - If you are in a region that has recently made changes to daylight saving time or has switched to a different time zone, you might need to update the time zone data on your device. To update the time zone data, press the **Menu** key. Click **Get Time Zone Updates**. For this feature to be supported, your wireless service plan must include data services (such as email messages or browser service). If your email account uses a BlackBerry® Enterprise Server, you might not be able update your time zone data. For more information, contact your administrator.

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Personal organizer

Contacts

Contact basics

Add a contact

1. On the Home screen, click the **Contacts** icon.
2. Click **New Contact**.
3. Type the contact information.
4. Press the key.
5. Click **Save**.

Add a contact from a message, call log, or web page

1. In a message, a call log, or on a web page, highlight a contact.
2. Press the **Menu** key.
3. Click **Add to Contacts**.
4. Type the contact information.
5. Press the **Menu** key.
6. Click **Save**.

Name a custom contact list field

If you change the name of a custom contact list field, it changes for all contacts.

1. When adding or changing a contact, highlight the **User1**, **User2**, **User3**, or **User4** field.
2. Press the **Menu** key.
3. Click **Change Field Name**.
4. Type a name for the custom contact list field.
5. Press the **Enter** key.

You can synchronize custom contact list fields on your BlackBerry® device with the email application on your computer. For more information about synchronizing custom contact list fields, see the *BlackBerry Desktop Software Online Help*.

About pauses and waits

Use a pause or a wait to separate additional numbers, for example a password or extension, from a main phone number. After dialing the main phone number, your BlackBerry® device either pauses before dialing the additional numbers (pause) or prompts you to type them (wait).

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Add a pause or a wait to a phone number

1. After typing the main part of a phone number in a phone number field, press the **Menu** key.
2. Click **Add Pause** or **Add Wait**.
3. Type the additional numbers.
4. Press the **Menu** key.
5. Click **Save**.

View a contact

1. On the Home screen, click the **Contacts** icon.
2. Click a contact.

Change a contact

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the **Menu** key.
4. Click **Edit**.
5. Change the contact information.
6. Press the **Menu** key.
7. Click **Save**.

Delete a contact

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the **Menu** key.
4. Click **Delete**.

Search for contacts in your organization's address book

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Contacts** icon.
2. Press the **Menu** key.
3. Click **Lookup**.
4. Type part or all of a contact name.
5. Press the **Enter** key.

Manage contact lookup results

1. In the contact lookup results, highlight a contact.
2. Press the **Menu** key.

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3. Perform one of the following actions:
   - To add a contact to your contact list, click **Add to Contacts**.
   - To add all the contacts, click **Add All to Contacts**.
   - To view information for a contact, click **View**.
   - To delete a contact from the contact lookup results, click **Delete**.
   - To delete the contact lookup results, click **Delete Lookup**.
   - To start a new contact lookup, click **Lookup**.

Customizing contacts

About custom ring tones

You can assign a custom ring tone to a contact without changing other notifications.

Custom ring tone options appear with your contacts and your notification profiles. When you assign a custom ring tone to a contact, a new profile exception appears with your notification profiles as "Calls From <contact>". Notification profile exceptions are shared between your contacts and your notification profiles and changes that you make in one application are made in the other application.

Your BlackBerry® device bases the volume for custom ring tones on the volume that you set in the active notification profile.

Assign ring tones and alerts to a contact

You can receive different ring tones and alerts for incoming messages and calls from specific contacts or groups of contacts. When you receive a call or message from the contact, your device uses the assigned ring tone or alert, even if you switch your sound profile to Silent or Vibrate Only. If you do not want to be notified with the assigned ring tone or alert, you can set your sound profile to All Alerts Off.

1. On the Home screen, click the **Sounds** icon.
2. Click **Set Contact Alerts**.
3. Click **Add Contact Alert**.
4. Press the **Menu** key.
5. Click **Add Name**.
6. Click a contact.
7. To add additional contacts, repeat steps 3 to 5.
8. Click the application or item that you want to change.
9. Change the ring tone or alert information.
10. Press the **Menu** key.
11. Click **Save**.

Add a caller ID picture for a contact

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the **Menu** key.
4. Click **Add Picture**.

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5. Highlight a picture.
6. Press the **Menu** key.
7. Click **Select**.
8. Center the picture in the box.
9. Press the **Menu** key.
10. Click **Crop and Save**.

Change the caller ID picture for a contact

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the **Menu** key.
4. Click **Edit**.
5. Highlight the caller ID picture.
6. Press the **Menu** key.
7. Click **Replace Picture**.
8. Highlight a picture.
9. Press the **Menu** key.
10. Click **Select**.
11. Center the picture in the box.
12. Press the **Menu** key.
13. Click **Crop and Save**.

Delete the caller ID picture for a contact

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the **Menu** key.
4. Click **Edit**.
5. Highlight the caller ID picture.
6. Press the **Menu** key.
7. Click **Delete Picture**.
8. Press the **Menu** key.
9. Click **Save**.

Mailing lists

About mailing lists

You can use mailing lists when you send email, PIN, SMS text, or MMS messages.

Mailing lists that you create on your BlackBerry® device do not appear in the email application on your computer.

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Create a mailing list

1. On the Home screen, click the **Contacts** icon.
2. Press the **Menu** key.
3. Click **New Group**.
4. Type a name for the mailing list.
5. Press the **Menu** key.
6. Click **Add Member**.
7. Click a contact.
8. To add another contact, repeat steps 4 to 6.
9. Press the **Menu** key.
10. Click **Save Group**.

Change a mailing list

1. On the Home screen, click the **Contacts** icon.
2. Highlight a mailing list.
3. Press the **Menu** key.
4. Click **Edit Group**.
5. Click a contact.
6. Click one of the following menu items:
   - **Add Member**
   - **Change Member**
   - **Delete Member**
7. Press the **Menu** key.
8. Click **Save Group**.

Note: When you delete a contact from a mailing list, the contact remains in your contact list.

View a mailing list

1. On the Home screen, click the **Contacts** icon.
2. Click a mailing list.

To view the details for a contact in the mailing list, click a contact. Click **View Member**.

Delete a mailing list

1. On the Home screen, click the **Contacts** icon.
2. Highlight a mailing list.
3. Press the **Menu** key.
4. Click **Delete Group**.

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Multiple contact lists

About multiple contact lists

If your BlackBerry® device is associated with multiple email accounts, you might have contacts from each email account on your device. For example, if your device is associated with a work email account and a personal email account, you might be able to view your work contact list and your personal contact list on your device. For more information, contact your wireless service provider.

Switch contact lists

1. On the Home screen, click the **Contacts** icon.
2. Press the **Menu** key.
3. Click **Select Contacts**.
4. Click a contact list.

Change the default contact list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Contact List (SYNC)** field.
5. Press the **Menu** key.
6. Click **Save**.

Contact list options

Sort contacts or tasks

1. On the Home screen or in the **Applications** folder, click the **Contacts** icon or **Tasks** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Sort By** field.
6. Press the **Menu** key.
7. Click **Save**.

Change the display options for contacts

You can change how your contacts appear in all applications, including the phone, message list, contact list, and calendar.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Name Display** field.

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4. Press the **Menu** key.
5. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

View the number of contacts stored on your device

1. On the Home screen, click the **Contacts** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click a contact list.

The Number of Entries field displays the number of contacts that are stored in the contact list.

Troubleshooting: Contacts

Custom contact list field data is not appearing on my computer

You can only synchronize the data in a custom contact list field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom contact list field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Caller ID pictures are not appearing on my device

If your BlackBerry® device is associated with a Microsoft® Outlook® 2000 email account and you add a picture for a contact in the email application on your computer, verify that the file name for the picture is ContactPicture.jpg.

My contact pictures keep changing

The contact pictures in applications (for example, in the contacts application), might change if you set more than one application on your BlackBerry® device to replace contact pictures. Depending on how often or how many of your contact pictures are being replaced by other applications, you might experience increased data charges.

To stop contact pictures from changing, you must change the options in each application that is replacing your contact pictures.

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Calendar

Calendar basics

About calendar views

You can view your appointments and meetings in one of four calendar views. Day, Week, and Month views display all your appointments and meetings for the selected time period. Agenda view displays all your scheduled appointments and meetings in a list. Agenda view also displays free time that you have between appointments.

Switch calendar views

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click a view.

Move around a calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To move to a specific date, click **Go To Date**.
   - To move to the current date, click **Today**.
   - To move forward or back by a time period, click **Prev** or **Next**.

Schedule an appointment

1. On the Home screen, click the **Calendar** icon.
2. Press the key.
3. Click **New**.
4. Type the appointment information.
5. If the appointment recurs, change the **Recurrence** field.
6. Press the key.
7. Click **Save**.

Related topics

Turn off your device, 327

Schedule an appointment quickly in Day view

To perform this task, in the general calendar options, the Enable Quick Entry field must be set to Yes.

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1. On the Home screen, click the **Calendar** icon.
2. In Day view, beside the start time, type the subject of the appointment.
3. Type a location in parentheses.
4. To change the end time, slide your finger up and down on the trackpad.
5. Click the trackpad.

If you have multiple calendars on your BlackBerry® device, the appointment appears in your default calendar.

Schedule a meeting

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **New**.
4. Type the meeting information.
5. Press the **Menu** key.
6. Click **Invite Attendee**.
7. Click a contact.
8. To add another contact to your meeting, repeat steps 4 to 6.
9. Press the **Menu** key.
10. Click **Save**.

Related topics

Turn off your device, 327

Recurrence fields

Every:

Set the frequency of the daily, weekly, or monthly recurring appointment, meeting, or task.

Relative Date:

Set whether the monthly or yearly recurring appointment, meeting, or task recurs on a relative date (for example, on the last Friday of each month).

Schedule an alarm

1. On the Home screen, click the **Calendar** icon.
2. Press the key.
3. Click **New Alarm**.
4. Type the alarm information.
5. If the alarm recurs, change the **Recurrence** field.
6. Press the **Menu** key.

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7. Click **Save**.

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the **Escape** key.
   - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
   - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
   - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

Open an appointment, meeting, or alarm

1. On the Home screen, click the **Calendar** icon.
2. Click an appointment, meeting, or alarm.

Delete an appointment, meeting, or alarm

1. On the Home screen, click the **Calendar** icon.
2. Highlight an appointment, meeting, or alarm.
3. Press the **Menu** key.
4. Click **Delete**.

Switch days in Day view

To move from one day to another using the navigation bar in the upper-right corner of the screen, click a day.

Meetings

Schedule a meeting

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **New**.
4. Type the meeting information.
5. Press the **Menu** key.
6. Click **Invite Attendee**.
7. Click a contact.
8. To add another contact to your meeting, repeat steps 4 to 6.

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9. Press the **Menu** key.
10. Click **Save**.

Related topics
Turn off your device, 327

Recurrence fields

Every:
Set the frequency of the daily, weekly, or monthly recurring appointment, meeting, or task.

Relative Date:
Set whether the monthly or yearly recurring appointment, meeting, or task recurs on a relative date (for example, on the last Friday of each month).

Respond to a meeting invitation

1. In a meeting invitation, press the **Menu** key.
2. Click **Accept**, **Tentative**, or **Decline**.
3. If you declined a delegated meeting invitation, perform one of the following actions:
   - To decline the meeting, click **Decline**.
   - To delegate the meeting back to the sender so that the sender can re-delegate it, click **Delegate**.
4. Perform one of the following actions:
   - To send the response without adding comments, click **Send Response**.
   - To add comments to your response, click **Add Comments**. Type a comment. Press the **Menu** key. Click **Send**.

Note: If you delete a meeting invitation from the messages application before you accept or decline it, the meeting is deleted from the email application on your computer.

View your calendar when responding to a meeting

1. In a meeting invitation, press the **Menu** key.
2. Click **View Calendar**.

To return to the meeting invitation, press the **Escape** key.

Check availability of meeting participants

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

You can only check availability of meeting participants in your organization.

1. In a meeting or meeting invitation, below the list of meeting participants, click **View Availability**.
2. Perform any of the following actions:
   - To select the next time that all meeting participants are available, click **Next Available Time**.

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- To view a list of the statuses that are associated with the colored bars on the screen (for example, busy or tentative), press the **Menu** key. Click **Show Legend**.

Change the list of participants for a meeting

To perform this task, you must be the meeting organizer.

1. In a meeting, in the **Accepted** or **Declined** field, highlight a contact.
2. Press the **Menu** key.
3. Click one of the following menu items:
   - **Invite Attendee**
   - **Change Attendee**
   - **Remove Attendee**
4. Press the **Menu** key.
5. Click **Save**.

Forward a meeting invitation

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

If you do not have the option to forward a meeting invitation, you might be able to delegate a meeting invitation instead.

1. In a meeting or a meeting invitation, press the **Menu** key.
2. Click **Forward**.

Note: If you forward a meeting invitation on behalf of the meeting organizer, only the meeting organizer receives the recipient's response.

Related topics

Delegate a meeting invitation, 226

Delegate a meeting invitation

To perform this task, you must be using IBM® Lotus Notes® and your email account must be associated with a version of the BlackBerry® Enterprise Server that supports this feature.

If you do not have the option to delegate a meeting invitation, you might be able to forward meeting invitations instead. You might not have the option to delegate a meeting invitation if the meeting organizer has turned off meeting delegation.

1. In a meeting invitation, press the **Menu** key.
2. Click **Delegate**.
3. Click a contact.
4. Perform one of the following actions:
   - To send the response without adding comments, click **Send Response**.
   - To add comments to your response, click **Add Comments**. Type a comment. Press the **Menu** key. Click **Send**.

Related topics

Forward a meeting invitation, 226

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Send an email message to all meeting participants

1. In a meeting, meeting invitation, or meeting response, press the **Menu** key.
2. Click **Email All Attendees**.

Contact a meeting participant

1. In a meeting, meeting invitation, or meeting response, highlight a contact.
2. Press the **Menu** key.
3. Click a message type or **Call <contact>**.

Conference call meetings

About conference calls

You can create two types of conference calls with your BlackBerry® device. If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your device or computer. Conference call meetings allow participants who have a BlackBerry device to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their device, so that they do not have to dial the conference call bridge number and access codes. If you do not have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.

Create a conference call meeting from your device

To perform this task, you must be the meeting organizer. If you are not the meeting organizer, you can create a conference call meeting on behalf of another person from your computer.

1. In a meeting, select the **Conference call** check box.
2. Type the information for the conference call.
3. Press the **Menu** key.
4. Click **Save**.

Related topics

Save your conference call information, 228

Create a conference call meeting from your computer

To perform this task, you must be the meeting organizer or be creating the meeting on behalf of the meeting organizer. For information about creating meetings on behalf of another person, see the documentation for the email application on your computer.

You can create a conference call meeting from your computer that your BlackBerry® device recognizes. When the conference call meeting starts, participants who have a BlackBerry device can enter the conference call meeting with the Join Now option, if their device supports this feature.

1. In the meeting notes, or in the meeting location field, type **CCP:** and the participant conference call bridge number. Do not include spaces.
2. Type a lowercase **x**. Do not include spaces before or after the x.
3. Type the participant access code. Type a space after the participant access code.

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4. Type **CCM:** and the moderator conference call bridge number. Do not include spaces.
5. Type a lowercase **x**. Do not include spaces before or after the x.
6. Type the moderator access code. Type a space after the moderator access code.

Example

If the participant and moderator conference call bridge number is 1-800-555-5555, the moderator access code is 55555#, and the participant access code is 55551#, type **CCP:18005555555x55555# CCM:18005555555x55551#**, followed by a space.

Enter a conference call meeting

Perform one of the following actions:

- In a meeting notification, click **Join Now**.
- In the calendar, highlight the meeting. Press the **Menu** key. Click **Join Now**.

Save your conference call information

You can save your conference call information so that it is added to the conference call fields automatically when you create a conference call meeting from your BlackBerry® device.

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Select **Conference Call Options**.
5. Type your conference call information.
6. Press the **Menu** key.
7. Click **Save**.

Calendar options

Change the default calendar view

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Initial View** field.
6. Press the **Menu** key.
7. Click **Save**.

Change the default reminder time for calendar entries

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.

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4. Click **General Options**.
5. Change the **Default Reminder** field.
6. Press the **Menu** key.
7. Click **Save**.

Related topics

Turn off your device, 327
Change the snooze time for reminders, 229

Change the start and end time for days

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Start of Day** and **End of Day** fields.
6. Press the **Menu** key.
7. Click **Save**.

Change the snooze time for reminders

1. On the Home screen or in the **Applications** folder, click the **Calendar** or **Tasks** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Snooze** field.
6. Press the **Menu** key.
7. Click **Save**.

Change the email address that you use to send messages or meeting invitations

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Messaging (CMIME)** field or the **Calendar (CICAL)** field.
5. Press the **Menu** key.
6. Click **Save**.

View tasks in a calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Show Tasks** field to **Yes**.

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6. Press the **Menu** key.
7. Click **Save**.

Change the first day of the week

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **First Day of Week** field.
6. Press the **Menu** key.
7. Click **Save**.

Hide free time in Agenda view

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Show Free Time in Agenda View** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

View more of the subject line for appointments in Agenda view

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Show End Time in Agenda View** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Change how long your device stores calendar entries

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Keep Appointments** field.
6. Press the **Menu** key.
7. Click **Save**.

Your BlackBerry® device deletes calendar entries that are older than the number of days that you set.

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To restore calendar entries, change the **Keep Appointments** field to a longer period of time. Calendar entries that you received on your device within the set period of time appear in a calendar.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

View the number of calendar entries stored in a calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click a calendar.

The Number of Entries field displays the number of entries that are stored in the calendar.

Multiple calendars

About multiple calendars

If your BlackBerry® device is associated with multiple email accounts, you might have multiple calendars on your device. For example, if your device is associated with a work email account and a personal email account, you might be able to view your work calendar and your personal calendar on your device. If you have multiple calendars on your device, you can schedule and manage appointments and meetings in each calendar. For more information, contact your wireless service provider.

Switch calendars

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Select Calendar**.
4. Click a calendar.

Use color to differentiate calendars

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.

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4. Click a calendar.
5. Change the **Appointment Color** field.
6. Press the **Menu** key.
7. Click **Save**.

Change the calendar that reminds you of appointments

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click a calendar.
5. Change the **Display Reminders** field.
6. Press the **Menu** key.
7. Click **Save**.

Change the default calendar

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Default Services**.
4. Change the **Calendar (CICAL)** field.
5. Press the **Menu** key.
6. Click **Save**.

Calendar shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

For shortcuts to work in Day view, in the general calendar options, change the **Enable Quick Entry** field to **No**.

- To schedule an appointment, press **C**.
- To change to Agenda view, press **A**.
- To change to Day view, press **D**.
- To change to Week view, press **W**.
- To change to Month view, press **M**.
- To move to the next day, week, or month, press the **Space** key.
- To move to the previous day, week, or month, press the **Shift** key and the **Space** key.
- To move to the current date, press **T**.
- To move to a specific date, press **G**.

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Troubleshooting: Calendar

I cannot schedule appointments that span multiple days

If you use IBM® Lotus Notes®, you cannot schedule appointments that span multiple days.

I cannot set some fields when scheduling appointments

If you use IBM® Lotus Notes®, you can only change the Subject, Location, Reminder, and Notes fields and the Mark as Private check box when you change a recurring appointment or meeting.

Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. For more information, see the documentation for the operating system on your computer.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

I cannot enter a conference call with the Join Now option

The Join Now option might not appear in the meeting notification if the meeting organizer is not using a BlackBerry® device that supports the Join Now feature or if the meeting organizer did not enter the conference call information correctly. If the Join Now option appears and your device is connected to a CDMA network, you might need to change your smart dialing options so that you can enter the conference call using the Join Now option.

Try performing the following actions:

- If the Join Now option does not appear, to enter the conference call, in the meeting or meeting invitation, click the conference call bridge number and access code provided in either the **Location** field or the **Notes** section.
- If the Join Now option appears and your device is connected to a CDMA network, try increasing the default time that your device waits before dialing an extension. From the Home screen, press the **Send** key. Press the **Menu** key. Click **Options**. Click **Smart Dialing**. In the **To access extensions in all other corporations** section, change the **Wait For** field to the highest value. Try entering the conference call with the Join Now option again.

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Tasks

Task basics

Create a task

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon.
2. Click **Add Task**.
3. Type the task information.
4. Set a due date for the task.
5. If the task recurs, set the **Recurrence** field.
6. Press the **Menu** key.
7. Click **Save**.

Recurrence fields

Every:
Set the frequency of the daily, weekly, or monthly recurring appointment, meeting, or task.

Relative Date:
Set whether the monthly or yearly recurring appointment, meeting, or task recurs on a relative date (for example, on the last Friday of each month).

Change a task

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon.
2. Highlight a task.
3. Press the **Menu** key.
4. Click **Open**.
5. Change the task information.
6. Press the **Menu** key.
7. Click **Save**.

Change the status of a task

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon.
2. Highlight a task.
3. Press the **Menu** key.
4. Perform one of the following actions:
   - To mark the task as complete, click **Mark Completed**.

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- To mark the task as deferred, in progress, or waiting, click **Open**. Set the **Status** field. Press the **Menu** key. Click **Save**.

Hide completed tasks

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon.
2. Press the **Menu** key.
3. Click **Hide Completed**.

Send a task or memo

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.
2. Highlight a task or memo.
3. Press the **Menu** key.
4. Click **Forward As**.
5. Click a message type.

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the **Escape** key.
   - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
   - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
   - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

Delete a task

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon.
2. Highlight a task.
3. Press the **Menu** key.
4. Click **Delete**.

Task list options

Sort contacts or tasks

1. On the Home screen or in the **Applications** folder, click the **Contacts** icon or **Tasks** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Sort By** field.

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6. Press the **Menu** key.
7. Click **Save**.

Change the snooze time for reminders

1. On the Home screen or in the **Applications** folder, click the **Calendar** or **Tasks** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Snooze** field.
6. Press the **Menu** key.
7. Click **Save**.

View tasks in a calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Show Tasks** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

View the number of tasks or memos stored on your device

1. On the Home screen or in the **Applications** folder, click the **MemoPad** icon or the **Tasks** icon.
2. Press the **Menu** key.
3. Click **Options**.

The Number of Entries field displays the number of tasks or memos that are stored on your BlackBerry® device.

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Memos

Memo basics

Create a memo

1. On the Home screen or in the **Applications** folder, click the **MemoPad** icon.
2. Click **Add Memo**.
3. Type the memo information.
4. Press the **Menu** key.
5. Click **Save**.

Change a memo

1. On the Home screen or in the **Applications** folder, click the **MemoPad** icon.
2. Highlight a memo.
3. Press the **Menu** key.
4. Click **Edit**.
5. Change the memo information.
6. Press the **Menu** key.
7. Click **Save**.

Send a task or memo

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.
2. Highlight a task or memo.
3. Press the **Menu** key.
4. Click **Forward As**.
5. Click a message type.

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the **Escape** key.
   - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
   - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
   - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

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Delete a memo

1. On the Home screen or in the **Applications** folder, click the **MemoPad** icon.
2. Highlight a memo.
3. Press the **Menu** key.
4. Click **Delete**.

Memo list options

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

View the number of tasks or memos stored on your device

1. On the Home screen or in the **Applications** folder, click the **MemoPad** icon or the **Tasks** icon.
2. Press the **Menu** key.
3. Click **Options**.

The Number of Entries field displays the number of tasks or memos that are stored on your BlackBerry® device.

Categorizing contacts, tasks, or memos

About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes®, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the contact list, the task list, and the memo list and changes that you make in one application are made in all applications.

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Create a category for contacts, tasks, or memos

You can create categories to organize items in the contacts application, tasks application, and memos application.

1. On the Home screen, click an application icon.
2. Press the **Menu** key.
3. Click **Filter**.
4. Press the **Menu** key.
5. Click **New**.
6. Type a name for the category.
7. Press the **Enter** key.

Categorize a contact, task, or memo

1. When creating or changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Select the check box beside a category.
4. Press the **Menu** key.
5. Click **Save**.

Sort contacts, tasks, or memos by category

You can sort items by category in the contacts application, tasks application, or memos application.

1. On the Home screen, click an application icon.
2. Press the **Menu** key.
3. Click **Filter**.
4. Select the check box next to a category.

Delete a contact, task, or memo from a category

1. When changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Clear the check box beside the category.
4. Press the **Menu** key.
5. Click **Save**.

Delete a category

You can delete a category that you created to organize items in the contacts application, tasks application, or memos application.

1. On the Home screen, click an application icon.
2. Press the **Menu** key.

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3. Click **Filter**.
4. Highlight a category.
5. Press the **Menu** key.
6. Click **Delete**.

Note: When you delete a category, contacts, tasks, or memos in the category are not deleted.

Calculator

Use the calculator

- To press a key in the calculator, press the corresponding key on the BlackBerry® device keyboard.
- To use the alternate function on a key in the calculator, press the **Alt** key and the corresponding key on the device keyboard.

Convert a measurement

1. On the Home screen or in the **Applications** folder, click the **Calculator** icon.
2. Type a number.
3. Press the **Menu** key.
4. Perform one of the following actions:
   - To convert the number from imperial to metric, click **To Metric**.
   - To convert the number from metric to imperial, click **From Metric**.
5. Click a conversion type.

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Ring tones, sounds, and alerts

Ring tones, sounds, and alerts basics

About ring tones, sounds, and alerts

Sound profiles define how your BlackBerry® device alerts you of phone calls, messages, reminders, and browser content.

Your device has a Normal sound profile and six other preloaded sound profiles: Loud, Medium, Vibrate Only, Silent, Phone Calls Only, and All Alerts Off.

By default, some of the settings in the preloaded sound profiles are based on the settings in the Normal sound profile. For example, when you change the ring tone in the Normal sound profile, the ring tone in the Loud, Medium, and Phone Calls Only sound profiles is automatically updated. If you do not want specific settings for a preloaded sound profile to update automatically when you change the corresponding setting in the Normal profile, you can manually change the settings in that preloaded sound profile.

You can create custom sound profiles. When you assign a custom ring tone to a contact, the ring tone is always active and does not change when you switch sound profiles unless you switch to the All Alerts Off sound profile. Call and message notifications for your contacts might be audible even if you switch your sound profile to Silent or Vibrate Only.

You can change, rename, and delete most preloaded sound profiles. You cannot delete the Vibrate Only sound profile and you cannot change, rename or delete the All Alerts Off sound profiles. You can change the Normal sound profile, but you cannot rename or delete it because some of the settings in the other preloaded sound profiles are based on the settings in the Normal sound profile.

Change your ring tone

1. On the Home screen, click the **Sounds** icon.
2. Click **Set Ring Tones/Alerts**.
3. Click the application or item that you want to change.
4. Perform one of the following actions:
   - To use a preloaded ring tone, in the **Ring Tone** field, click a ring tone.
   - To use a ring tone that you downloaded, in the **Ring Tone** field, click **Select Music**. Navigate to a folder that contains ring tones. Click a ring tone.
5. Press the **Menu** key.
6. Click **Save**.

Switch sound profiles

1. On the Home screen, click the **Sounds** icon.
2. Click a sound profile.

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Change a sound profile

If you change a setting in a preloaded sound profile that is based on the Normal sound profile, that change will override the corresponding Normal sound profile setting in the preloaded sound profile.

1. On the Home screen, click the **Sounds** icon.
2. Perform one of the following actions:
   - To change the active sound profile, click **Set Ring Tones/Alerts**.
   - To change a custom or preloaded sound profile, click **Edit Profiles**. Click a profile.
3. Click the application or item that you want to change.
4. Change the notification information.
5. Press the **Menu** key.
6. Click **Save**.
7. Press the **Menu** key.
8. Click **Save**.

Silence your device

In the sounds application, perform one of the following actions:

- To receive LED notification only, click **Silent**.
- To receive vibrate notification only, click **Vibrate Only**.
- To turn off all notification, including ring tones and notifications for specific contacts and LED notification, click **All Alerts Off**.

Related topics

Silence the alarm, 212

Create a custom sound profile

1. On the Home screen, click the **Sounds** icon.
2. Click **Edit Profiles**.
3. Click **Add Custom Profile**.
4. Type a name for the profile.
5. Click an application or item.
6. Set the notification information.
7. Press the **Menu** key.
8. Click **Save**.

Delete a sound profile

You can delete all the preloaded sound profiles except the Normal, Vibrate Only and All Alerts Off sound profiles.

1. On the Home screen, click the **Sounds** icon.
2. Click **Edit Profiles**.
3. Highlight a profile.

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4. Press the **Menu** key.
5. Click **Delete**.

Assign ring tones and alerts to a contact

You can receive different ring tones and alerts for incoming messages and calls from specific contacts or groups of contacts. When you receive a call or message from the contact, your device uses the assigned ring tone or alert, even if you switch your sound profile to Silent or Vibrate Only. If you do not want to be notified with the assigned ring tone or alert, you can set your sound profile to All Alerts Off.

1. On the Home screen, click the **Sounds** icon.
2. Click **Set Contact Alerts**.
3. Click **Add Contact Alert**.
4. Press the **Menu** key.
5. Click **Add Name**.
6. Click a contact.
7. To add additional contacts, repeat steps 3 to 5.
8. Click the application or item that you want to change.
9. Change the ring tone or alert information.
10. Press the **Menu** key.
11. Click **Save**.

Download a ring tone

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Media** icon.
2. Click **Ring Tones**.
3. Click **All Ring Tones**.
4. Press the **Menu** key.
5. Click **Download Ring Tones**.

Turn on event sounds

Event sounds alert you when you turn on or turn off your BlackBerry® device, when the battery power level is full or low, and when you connect or disconnect a USB cable or accessory to or from your device.

1. On the Home screen, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Accessibility**.
4. Change the **Event Sounds** field to **On**.
5. Press the **Menu** key.
6. Click **Save**.

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LED notification

LED notification

The LED light on the top of your BlackBerry® device flashes different colors to indicate different statuses.

Green:
You are in a wireless coverage area.

Blue:
Your device is connected to a Bluetooth® enabled device.

Red:
A new message has arrived and your selected sound profile is set to notify you using the LED.
If you are using your device with a smart card, your device is accessing data on the smart card.

Amber:
The battery power level for your device is low.

Turn off Bluetooth connection notification

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Bluetooth**.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **LED Connection Indicator** field to **Off**.
6. Press the **Menu** key.
7. Click **Save**.

To turn on Bluetooth® connection notification again, change the **LED Connection Indicator** field to **On**.

Turn on LED notification for wireless coverage

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **LED Coverage Indicator** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.

To turn off wireless coverage notification, set the **LED Coverage Indicator** field to **Off**.

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Troubleshooting: Ring tones, sounds, and alerts

My device is ringing or vibrating more times than expected

For calls, the number of times that your BlackBerry® device vibrates is not determined by the number of vibrations that you set in your sound profile, and there is no setting for the number of rings if you do not subscribe to voice mail. Your device vibrates or rings until the caller or the wireless network ends the connection.

My device is not ringing or vibrating when I receive a call or message

Try performing the following actions:

- On the Home screen, click the **Sounds** icon. Verify that your sound profile is not set to either All Alerts Off or Silent.
- If you have assigned a ring tone or alert to a specific contact, on the Home screen, click the **Sounds** icon. Click **Set Contact Alerts**. Click the contact alert. Click **Phone** or **Messages**. Verify that the **Volume** field is not set to **Silent** and the **Vibration** field is not set to **Off**.

Related topics

Switch sound profiles, 241

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Typing

Typing basics

Cut, copy, and paste text

1. With text highlighted, press the **Menu** key.
2. Click **Cut** or **Copy**.
3. Place the cursor where you want to insert the cut or copied text.
4. Press the **Menu** key.
5. Click **Paste**.

Clear a field

1. When typing text, press the **Menu** key.
2. Click **Clear Field**.

Cancel a text selection

1. With text selected, press the **Menu** key.
2. Click **Cancel Selection**.

Type a symbol

1. Press the **Symbol** key.
2. Press the letter key that appears below the symbol.

Type an accent or special character

Press and hold a letter key and slide your finger left or right on the trackpad until the accented or special character appears.

Highlight text

1. Place the cursor where you want to start highlighting text.
2. Press the **Menu** key.
3. Click **Select**.
4. Perform one of the following actions:
   - To highlight a line of text, slide your finger up or down on the trackpad.
   - To highlight text character by character, slide your finger left or right on the trackpad.

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Typing input methods

Switch typing input methods when you are typing

To perform this task, the keyboard on your BlackBerry® device must display Arabic or Russian letters.

1. When you are typing, press the **Menu** key.
2. Click **Enable Multitap** or **Enable SureType**.

Change options for typing input methods

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language and Text Input**.
3. Click **Show Text Input Options**.
4. Change the input options.
5. Press the **Menu** key.
6. Click **Save**.

Predictive input method

Type text using the predictive input method

When you are typing text, perform any of the following actions:

- To select the highlighted suggestion and start typing a new word, press the **Enter** key.
- To select the highlighted suggestion and continue typing the same word, click the word.
- To ignore the suggestions, keep typing.

Predict words as you type

You can set your BlackBerry® device to display a list of suggested words as you type.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language and Text Input**.
3. Click **Show Text Input Options**.
4. Select the **Predictive Input** check box.
5. Press the **Menu** key.
6. Click **Save**.

To stop predicting words as you type, clear the **Predictive Input** check box.

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Find more information about typing in other languages

You can learn to type in other languages such as Chinese and Thai by reading the Typing Guides that are available online. Visit www.blackberry.com/go/docs and search for the Typing Guide in your language.

Typing options

Stop displaying contacts in the list that appears when you type

By default, your BlackBerry® device recognizes contacts when you type them.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language and Text Input**.
3. Click **Show Text Input Options**.
4. Clear the **Use Contacts as Data Source** check box.
5. Press the **Menu** key.
6. Click **Save**.

Set the cursor speed

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Key Rate** field.
4. Press the **Menu** key.
5. Click **Save**.

Set the default currency symbol

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Currency Key** field.
4. Press the **Menu** key.
5. Click **Save**.

Turn on key tones

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Key Tone** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

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Use shortcut keys on the Home screen

By default, shortcuts for the Home screen are turned off so that you can dial phone numbers from the Home screen.

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **General Options**.
5. Change the **Dial From Home Screen** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

To dial phone numbers from the Home screen, change the **Dial From Home Screen** field to **Yes**.

Spelling checker

You can check spelling if your input language is set to Afrikaans, Arabic, Catalan, Czech, Danish, Dutch, English, French, German, Greek, Hungarian, Italian, Norwegian, Portuguese, Russian, Spanish, Swedish, or Turkish.

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. In a message, calendar entry, task, or memo, press the **Menu** key.
2. Click **Check Spelling**.
3. Perform any of the following actions:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the **Escape** key.
   - To ignore all instances of the suggested spelling, press the **Menu** key. Click **Ignore All**.
   - To add the word to the custom dictionary, press the **Menu** key. Click **Add To Dictionary**.
   - To stop checking spelling, press the **Menu** key. Click **Cancel Spell Check**.

Correct spelling while you type

By default, your BlackBerry® device underlines words that it does not recognize.

1. Place the cursor in the underlined word.
2. Press the **Menu** key
3. Perform one of the following actions
   - To get spelling suggestions, click **Get Suggestions**. Click a word or press the **Escape** key to close the list.
   - To add the word to the custom dictionary, click **Add to Dictionary**.

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Correct spelling quickly while you type

By default, your BlackBerry® device underlines words that it does not recognize.

1. Place the cursor in the underlined word.
2. Click the trackpad.
3. Perform one of the following actions:
   - To replace the misspelled word with a suggested spelling, click a word in the list that appears.
   - To close the list without selecting a word, press the **Escape** key.
   - To ignore all instances of the same spelling error, press the **Menu** key. Click **Ignore All**.

Check spelling automatically before sending email messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Spell Check**.
3. Select the **Spell Check Email Before Sending** option.
4. Press the **Menu** key.
5. Click **Save**.

Change options for checking spelling

You can change the type and length of words that the spelling checker includes when checking spelling.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Spell Check**.
3. Change one or more options.
4. Press the **Menu** key.
5. Click **Save**.

Add a word to the custom dictionary

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Spell Check**.
3. Click **Custom Dictionary**.
4. Press the **Menu** key.
5. Click **New**.
6. Type a word or letter combination.
7. Press the **Enter** key.
8. Press the **Menu** key.
9. Click **Save**.

Change a word in the custom dictionary

1. On the Home screen or in a folder, click the **Options** icon.

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2. Click **Spell Check**.
3. Click **Custom Dictionary**.
4. Highlight a word.
5. Press the **Menu** key.
6. Click **Edit**.
7. Change the word.
8. Press the **Enter** key.
9. Press the **Menu** key.
10. Click **Save**.

Delete a word from the custom dictionary

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Spell Check**.
3. Click **Custom Dictionary**.
4. Highlight a word.
5. Press the **Menu** key.
6. Click **Delete**.
7. Press the **Menu** key.
8. Click **Save**.

Custom dictionary

About the custom dictionary

You can add words to the custom dictionary so that your BlackBerry® device recognizes the word when you check spelling. Because SureType® technology uses the same dictionary, if you are using the Arabic or Russian input methods, words that you add to your custom dictionary are displayed in the list that appears when you type.

Add a word to the custom dictionary

1. On the Home screen, click the **Options** icon.
2. Click **Custom Dictionary**.
3. Press the **Menu** key.
4. Click **New**.
5. Type a word or letter combination.
6. Press the **Enter** key.
7. Press the **Menu** key.
8. Click **Save**.

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Change a word in the custom dictionary

1. On the Home screen, click the **Options** icon.
2. Click **Custom Dictionary**.
3. Highlight a word.
4. Press the **Menu** key.
5. Click **Edit**.
6. Change the word.
7. Press the **Enter** key.
8. Press the **Menu** key.
9. Click **Save**.

Delete a word from the custom dictionary

1. On the Home screen, click the **Options** icon.
2. Click **Custom Dictionary**.
3. Highlight a word.
4. Press the **Menu** key.
5. Click **Delete**.
6. Press the **Menu** key.
7. Click **Save**.

Stop displaying contacts in the list that appears when you type

By default, your BlackBerry® device recognizes contacts when you type them.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language and Text Input**.
3. Click **Show Text Input Options**.
4. Clear the **Use Contacts as Data Source** check box.
5. Press the **Menu** key.
6. Click **Save**.

Stop adding items to the custom dictionary automatically

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language and Text Input**.
3. Click **Show Text Input Options**.
4. Clear the **Auto Word Learning** check box.
5. Change the **Learn Words From Email Messages** field to **Off**.
6. Press the **Menu** key.
7. Click **Save**.

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AutoText

About AutoText

AutoText is designed to replace specific text that you type with preloaded AutoText entries. If you type text that can be replaced with an AutoText entry, the text changes after you press the Space key.

Your BlackBerry® device has built-in AutoText entries that correct common mistakes. For example, AutoText changes hte to the. You can create AutoText entries for your common typing mistakes or for abbreviations. For example, you might create an AutoText entry that replaces ttyl with talk to you later.

Create an AutoText entry

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **AutoText**.
3. Press the **Menu** key.
4. Click **New**.
5. In the **Replace** field, type the text to replace.
6. In the **With** field, perform one of the following actions:
   - Type replacement text.
   - To insert a macro (for example, the current date or time), press the **Menu** key. Click **Insert Macro**.
7. Perform one of the following actions:
   - To capitalize the entry exactly as you typed it, set the **Using** field to **Specified Case**.
   - To capitalize the entry according to the context, set the **Using** field to **SmartCase**.
8. Set the language.
9. Press the **Menu** key.
10. Click **Save**.

Turn off AutoText for SMS text messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Disable AutoText** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Change an AutoText entry

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **AutoText**.

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3. Click an AutoText entry.
4. Change the AutoText entry.
5. Press the **Menu** key.
6. Click **Save**.

Delete an AutoText entry

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **AutoText**.
3. Highlight an AutoText entry.
4. Press the **Menu** key.
5. Click **Delete**.

Undo an AutoText change

Press the **Backspace/Delete** key twice.

Typing shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To insert a period, press the **Space** key twice. The next letter is capitalized.
- To capitalize a letter, press and hold the letter key until the capitalized letter appears.
- To type the alternate character on a key, press the **Alt** key and the character key.
- To type an accented or special character, press and hold the letter key and slide your finger left or right on the trackpad. For example, to type ü, press and hold **U** and slide your finger left until ü appears. Release the letter key when the accented or special character appears.
- To type a number in a number field, press a number key. You do not need to press the Alt key.
- To type a number in a text field, press and hold the **Alt** key and press the number key.
- To turn on NUM lock, press the **Alt** key and the **Left Shift** key. To turn off NUM lock, press the **Shift** key.
- To turn on CAP lock, press the **Alt** key and the **Right Shift** key. To turn off CAP lock, press the **Shift** key.

Insert symbols

- To insert an at sign (@) or a period (.) in an email address field, press the **Space** key.
- To type a symbol, press the **Symbol** key. Type the letter that appears below the symbol.

Work with text

- To highlight a line of text, press the **Shift** key and slide your finger up or down on the trackpad.
- To highlight text character by character, press and hold the **Shift** key and slide your finger left or right on the trackpad.
- To cancel a text selection, press the **Escape** key.
- To cut highlighted text when typing, press the **Shift** key and the **Backspace/Delete** key.
- To copy highlighted text when typing, press the **Alt** key and click the trackpad.
- To paste highlighted text when typing, press the **Shift** key and click the trackpad.

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Troubleshooting: Typing

I cannot check spelling

You can only check the spelling of text that you type. You can check spelling in English, German, Spanish, French, Dutch, Italian, Portuguese, Arabic, Danish, Greek, Norwegian, Russian, Swedish, Turkish, Afrikaans, Catalan, Czech, and Hungarian.

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Language

Change the display language

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Language** field.
4. Press the **Menu** key.
5. Click **Save**.

Add a display language

You can add a display language using the application loader tool of the BlackBerry® Desktop Manager. For more information about adding applications, including display languages, see the *BlackBerry® Desktop Software Online Help*.

Delete a display language

In the setup wizard, complete the instructions on the Language removal screen.

About typing input languages

You can set a typing input language to use when you type. The typing input language can be different from the display language. When you set a typing input language, AutoText and other typing options change to the selected language. For example, you might use your BlackBerry® device in French, but type messages in English.

Change the typing input language

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Input Language** field.

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4. Press the **Menu** key.
5. Click **Save**.

Use a shortcut to switch typing input languages while you type

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. On the Language screen, verify whether the **Input Language Selection Shortcut** field is set to **Alt-Enter** or **Shift-Space**.
3. Perform one of the following actions:
   - If the **Input Language Selection Shortcut** field is set to **Alt-Enter**, while typing hold the **Alt** key and press the **Enter** key. Continue to hold the **Alt** key and click a language.
   - If the **Input Language Selection Shortcut** field is set to **Shift-Space**, while typing hold the **Shift** key and press the **Space** key. Continue to hold the **Shift** key and click a language.

Change the shortcut for switching typing input languages

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Input Language Selection Shortcut** field.
4. Change the **Enable Quick Selection** field.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the shortcut for switching typing input languages

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Input Language Selection Shortcut** field to **None**.
4. Press the **Menu** key.
5. Click **Save**.

To turn on the shortcut for switching typing input languages, change the **Input Language Selection Shortcut** field to **Alt-Enter** or **Shift-Space**.

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Change the display options for contacts

You can change how your contacts appear in all applications, including the phone, message list, contact list, and calendar.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language**.
3. Change the **Name Display** field.
4. Press the **Menu** key.
5. Click **Save**.

Troubleshooting: Language

Some characters do not appear correctly on my device

The BlackBerry® Enterprise Server or BlackBerry® Internet Service that is associated with your BlackBerry® device might not support the characters. For more information, contact your wireless service provider or administrator.

Change the language for voice commands

To perform this task, you must have more than one language on your BlackBerry® device. For more information, contact your wireless service provider or administrator.

When you change the language for voice commands, you change the language for voice prompts and the language that you use to make a voice command.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language and Text Input**.
3. Change the **Voice Dialing Language** field.
4. Press the **Menu** key.
5. Click **Save**.

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Display and keyboard

Backlighting

About backlighting

The backlighting for the screen and keyboard is designed to adjust automatically so that you can use your device in various lighting conditions.

Set the brightness of the backlighting

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Backlight Brightness** field.
4. Press the **Menu** key.
5. Click **Save**.

Set how long backlighting remains on

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Backlight Timeout** field.
4. Press the **Menu** key.
5. Click **Save**.

Stop backlighting from dimming automatically

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Change the **Automatically Dim Backlight** field to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Display options

Use a picture as your device wallpaper

1. On the Home screen, click the **Media** icon.

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2. Click **Pictures**.
3. Browse to a picture.
4. Click **Set As Wallpaper**.

Download a Home screen background

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. Press the **Menu** key.
5. Click **Download Images**.

Set owner information

Owner information appears on your BlackBerry® device screen when the device is locked.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Owner**.
3. Type your contact information.
4. Press the **Menu** key.
5. Click **Save**.

Change the display font

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Change the font fields.
4. Press the **Menu** key.
5. Click **Save**.

Use reverse contrast for the screen display

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Accessibility**.
4. Change the **Color Contrast** field to **Reverse Contrast**.
5. Press the **Menu** key.
6. Click **Save**.

About organizing applications

Application icons can appear on the Home screen or in a folder on the Home screen. To see more applications, press the **Menu** key.

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You can reorder application icons to change which icons appear first on the Home screen. You can also create and delete folders, customize the appearance of folders that you create, and move application icons into folders and out of folders.

Add an application folder

1. On the Home screen, press the **Menu** key.
2. Click **Add Folder**.
3. Type a name for the folder.
4. To change the folder icon, in the **Icon** field, click the trackpad. Slide your finger left or right on the trackpad to view the folder icons. Click a folder icon.
5. Click **Add**.

Change an application folder

You can only rename application folders that you create.

1. On the Home screen, highlight an application folder.
2. Press the **Menu** key.
3. Click **Edit Folder**.
4. Change the folder information.
5. Click **Save**.

Move an application icon

1. On the Home screen or in an application folder, highlight an application icon.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To move the application icon to a different location on the Home screen, click **Move**. On the trackpad, slide your finger to the new location. Click the trackpad.
   - To move the application icon into an application folder, click **Move to folder**. Click an application folder.
   - To move the application icon out of an application folder, click **Move to folder**. Click **Home** or an application folder.

Hide an application icon

Depending on your theme, you might not be able to hide some application icons.

1. On the Home screen, highlight an application icon.
2. Press the **Menu** key.
3. Click **Hide**.

To view a hidden application, press the **Menu** key. Click **Show All**.

Delete an application folder

1. On the Home screen, highlight an application folder.

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2. Press the **Menu** key.
3. Click **Delete**.

Set the number of icons that appear on the Home screen

1. On the Home screen, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Accessibility**.
4. Change the **Grid Layout** field.
5. Press the **Menu** key.
6. Click **Save**.

Keyboard

Turn on key tones

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Key Tone** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off trackpad sounds

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Audible Roll** field to **Mute**.
4. Press the **Menu** key.
5. Click **Save**.

To turn on trackpad sounds again, set the **Audible Roll** field to **Click**.

Set the cursor speed

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Key Rate** field.
4. Press the **Menu** key.
5. Click **Save**.

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Assign an application to a Convenience key

Your BlackBerry® device has one or more Convenience key on the side of the device. Depending on your theme, you might not be able to change the application that is assigned to a Convenience key.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Change the **Right Side Convenience Key Opens** or **Left Side Convenience Key Opens** fields.
4. Press the **Menu** key.
5. Click **Save**.

Set the trackpad sensitivity

You can set how the trackpad responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **Horizontal Sensitivity** and **Vertical Sensitivity** fields.
4. Press the **Menu** key.
5. Click **Save**.

Themes

About themes

Depending on your wireless service provider, you might be able to set a theme on your BlackBerry® device that changes how items such as applications, indicators, words, and icons appear. Themes might be preloaded on your device, or you might be able to download themes that are in .cod file format.

Switch themes

1. From the Home screen, press the **Menu** key.
2. Click **Options**.
3. Click **Theme Options**.
4. Click a theme.
5. To change the layout of the theme, in the **Set Home Screen Layout** section, click an option.
6. Click **Save**.

Delete a theme

You can only delete themes that you have downloaded to your BlackBerry® device.

1. On the Home screen or in a folder, click the **Options** icon.

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2. Click **Theme**.
3. Highlight a theme.
4. Press the **Menu** key.
5. Click **Delete**.

Download a theme

Depending on your wireless service provider, this feature might not be supported.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Theme**.
3. Press the **Menu** key.
4. Click **Download Themes**.

Troubleshooting: Display

My device screen turns off

When you do not use your BlackBerry® device for a period of time, the screen turns off to conserve battery power.

To turn on the screen, click the trackpad or press a key.

My display changed

Depending on your theme, display options such as icons, fonts, and your Home screen background, might change when you switch themes.

Related topics

Change the display font, 260
Use a picture as your device wallpaper, 161

No application opens when I press a Convenience key

Try the following:

- If you have not done so, assign an application to the key.
- Verify that you did not delete the application that you assigned to the key.

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Search

Messages, attachments, and web pages

Search for messages

You can search for messages on your BlackBerry® device. You might also be able to search for messages in the email application on your computer or in another integrated email account if your device is associated with an email account that uses the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Search**.
4. Specify the search criteria.
5. Press the **Menu** key.
6. Perform one of the following actions:
   - To search for messages without saving your search criteria, click **Search**.
   - To save the search criteria, click **Save**. Type a title. Press the **Menu** key. Click **Save**.
   - To search for messages using the criteria from your last search, click **Last**. Press the **Menu** key. Click **Search**.

Note: If you search for messages, your device does not search attachments.

To stop a search, press the **Escape** key.

Search criteria

Search Type:
Change whether you search for messages on your BlackBerry® device or for messages in an email application on your computer or in another integrated email account.

Name:
Specify one or more contacts or email addresses that your device should search for in messages. You can also specify part of a name to widen the search.

In:
Change the type of address field that your device should search in for the name or email address.

Subject:
Specify one or more words that your device should search for in the subject of messages.

Message:
Specify one or more words that your device should search for in the body of messages.

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Include Encrypted Messages:
Specify whether your device searches encrypted messages, plain text messages, and digitally signed messages.

Service:
If your device is associated with more than one email address, change the email account that your device should search in for messages.

Folder:
Change the folder that your device should search for messages in.

Show:
Change the status of messages that your device should search for.

Type:
Change the type of messages that your device should search for.

Manage message search results

You can manage results of searches for messages in an email application on your computer or in another integrated email account.

1. In the search results, highlight a message.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To view more available search results, click **Get More Results**.
   - To add a message to a message list, click **Add**.
   - To add all the messages to a message list, click **Add All**.
   - To delete a message from the search results, click **Delete**.
   - To delete the search results, click **Delete Search**.
   - To start a new search, click **Search**.

CAUTION: If you delete a message from the message search results, the message is also deleted from the email application on your computer or another integrated email account.

Search for messages by contact or subject

You can search for messages on your BlackBerry® device by contact or subject.

1. On the Home screen, click the **Messages** icon.
2. Highlight a message.
3. Press the **Menu** key.
4. Click one of the following menu items:
   - **Search Sender**
   - **Search Recipient**
   - **Search Subject**

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Search for text in a message, in a file, or on a web page

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in a file, in an attachment, or on a web page, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

View a list of saved searches

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Search**.
4. Press the **Menu** key.
5. Click **Recall**.

Change a saved search

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Search**.
4. Press the **Menu** key.
5. Click **Recall**.
6. Highlight a search.
7. Press the **Menu** key.
8. Click **Edit Search**.
9. Edit the search criteria.
10. Press the **Menu** key.
11. Click **Save**.

Delete a saved search

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Recall**.
4. Highlight a search.
5. Press the **Menu** key.
6. Click **Delete Search**.

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Organizer data

Search for organizer data

You can search for organizer data on your BlackBerry® device that contains specific information.

1. On the Home screen or in the **Applications** folder, click the **Search** icon.
2. Perform any of the following actions:
   - In the **Text** field, type text or a phone number to search for.
   - In the **Name** field, specify a contact name to search for.
3. Select the check box beside one or more applications.
4. Press the **Menu** key.
5. Click **Search**.

Note: If you type more than one word in the Text or Name field, only items that contain all the words appear.

To stop a search, press the **Escape** key.

Search for contacts in your organization's address book

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Contacts** icon.
2. Press the **Menu** key.
3. Click **Lookup**.
4. Type part or all of a contact name.
5. Press the **Enter** key.

Manage contact lookup results

1. In the contact lookup results, highlight a contact.
2. Press the **Menu** key.
3. Perform one of the following actions:
   - To add a contact to your contact list, click **Add to Contacts**.
   - To add all the contacts, click **Add All to Contacts**.
   - To view information for a contact, click **View**.
   - To delete a contact from the contact lookup results, click **Delete**.
   - To delete the contact lookup results, click **Delete Lookup**.
   - To start a new contact lookup, click **Lookup**.

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Search shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

- To search for a contact in a list of contacts, type the contact name or initials separated by a space.
- To search for text in a message, press **S**.
- To search for text in a file or an attachment, press **F**.
- To search for text on a web page, press **F**.
- To search for text in a presentation, you must view the presentation in text view or in text and slide view. Press **F**.

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Synchronization

About synchronization

The wireless data synchronization feature is designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) between your BlackBerry® device and the email application on your computer, over the wireless network.

The wireless email reconciliation feature is designed to reconcile email messages between your device and the email application on your computer over the wireless network. When you file or delete email messages on your device, these email messages should be filed or deleted in your email application. Likewise, any changes that you make to email messages in the email application on your computer should be reflected on your device.

In rare cases, if your device does not recognize fields in a contact, calendar entry, or email account, some data or email messages cannot be synchronized or reconciled.

If wireless data synchronization or wireless email reconciliation is not available on your device or you have turned off these features, you can use the synchronization tool of the BlackBerry® Desktop Manager to synchronize your organizer data and email messages. For more information, see the Help in the BlackBerry Desktop Manager.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Reconcile email messages over the wireless network

Set the Wireless Reconcile option for each email address that is associated with your BlackBerry® device.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Reconciliation**.
5. If necessary, change the **Message Services** field.
6. Set the **Wireless Reconcile** field to **On**.
7. Press the **Menu** key.
8. Click **Save**.

To stop reconciling email messages over the wireless network, set the **Wireless Reconcile** field to **Off**.

Delete email messages over the wireless network

Set the Delete On option for each email address that is associated with your BlackBerry® device.

1. On the Home screen, click the **Messages** icon.

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2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Reconciliation**.
5. If necessary, change the **Message Services** field.
6. Set the **Delete On** field.
7. Press the **Menu** key.
8. Click **Save**.

It takes a short period of time for messages to be deleted over the wireless network.

To delete messages on your device only, set the **Delete On** field to **Handheld**.

Related topics

Delete multiple messages, 55

Prerequisites: Synchronizing organizer data over the wireless network

- Your BlackBerry® device must be associated with an email account that uses a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.
- You must synchronize your organizer data using the synchronization tool of the BlackBerry® Desktop Manager. For more information, see the *BlackBerry Desktop Software Online Help*.

Synchronize organizer data over the wireless network

1. In the contact list, a calendar, the task list, or the memo list, press the **Menu** key.
2. Click **Options**.
3. To synchronize calendar entries, click a calendar.
4. Change the **Wireless Synchronization** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

To stop synchronizing organizer data over the wireless network, change the **Wireless Synchronization** field to **No**.

About synchronization conflicts

A synchronization conflict occurs when you change the same email message or organizer data item on your BlackBerry® device and in the email application on your computer.

If you reconcile your email messages using wireless email reconciliation, on your device, you can set whether the email messages on your device or the email messages on your computer take precedence when an email reconciliation conflict occurs.

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If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your device when a data synchronization conflict occurs.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Manage email reconciliation conflicts

Set the On Conflicts option for each email address that is associated with your BlackBerry® device.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Reconciliation**.
5. If necessary, change the **Message Services** field.
6. Set the **On Conflicts** field.
7. Press the **Menu** key.
8. Click **Save**.

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry® Desktop Manager. For more information about managing conflicts that occur during organizer data synchronization, see the *BlackBerry Desktop Software Online Help*.

About backing up and restoring device data

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry device data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the backup and restore tool of the BlackBerry® Desktop Manager. For more information, see the Help in the BlackBerry Desktop Manager.

If your email account uses a BlackBerry® Enterprise Server, you might be able to restore synchronized organizer data to your device over the wireless network. To restore synchronized organizer data over the wireless network, you must have an activation password. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

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Prerequisites: Restoring data over the wireless network

- Your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.
- Your BlackBerry device must be connected to the wireless network.
- Your administrator must provide you with an enterprise activation password.

Delete device data, third-party applications, or media card files

Before you delete your BlackBerry® device data or media card files, consider backing up these items so that you have a copy on your computer.
CAUTION: If you have turned on encryption, the process for deleting all device data can take up to an hour to complete. You cannot stop the process after you start it. If you reset your device, the process restarts after the device restarts.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Security Wipe**.
4. Perform any of the following actions:
   - To delete data from the messages application, contacts application, and other applications, select the **Emails, Contacts, Etc** check box.
   - To delete all third-party applications that you have added, select the **User Installed Applications** check box.
   - To delete all files from your media card, select the **Media Card** check box.
5. Type **blackberry**.
6. Click **Wipe**.

If you are preparing your device for resale and you have an email account that uses the BlackBerry® Internet Service, to prevent messages from this account from being sent to your device, contact your wireless service provider to disassociate the account from your device.

Empty the deleted items folder on your computer from your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **Email Reconciliation**.
5. If necessary, change the **Message Services** field.
6. Press the **Menu** key.
7. Click **Purge Deleted Items**.

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Troubleshooting: Synchronization

Email messages are not reconciling over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually. On the Home screen, click the **Messages** icon. Press the **Menu** key. Click **Reconcile Now**.

Related topics

Reconcile email messages over the wireless network, 270

I am not receiving email messages from personal folders on my computer

If your BlackBerry® device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry® Desktop Manager to reconcile email messages in personal folders. For more information, see the Help in the BlackBerry Desktop Manager.

Email messages are not being deleted over the wireless network

Try the following actions:

- If you delete multiple email messages using the Delete Prior menu item, the email messages are not deleted during wireless email reconciliation. To delete multiple email messages on your BlackBerry® device, highlight the email messages and press the **Backspace/ Delete** key.
- In the email reconciliation options, verify that the **Delete On** field is set to **Mailbox & Handheld**.

Related topics

Delete email messages over the wireless network, 270

Organizer data is not synchronizing over the wireless network

Try the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the Contacts application, Calendar application, Tasks application, and MemoPad.
- If you use the BlackBerry® Internet Service, you must use the synchronization tool of the BlackBerry® Desktop Manager to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Manager.

Related topics

Synchronize organizer data over the wireless network, 271

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Custom contact list field data is not appearing on my computer

You can only synchronize the data in a custom contact list field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom contact list field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. For more information, see the documentation for the operating system on your computer.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

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Bluetooth technology

Bluetooth technology basics

About Bluetooth technology

Bluetooth® technology is designed to enable you to establish a wireless connection between your BlackBerry® device and a Bluetooth enabled device, such as a handsfree car kit or wireless stereo headset.

Before you can connect your BlackBerry device to a Bluetooth enabled device, you must first turn on Bluetooth technology on both devices and then pair the devices. Pairing establishes a relationship between the devices and usually needs to be done only once.

After you have paired the devices, you can then connect the devices when the Bluetooth enabled device is within range of your BlackBerry device (a typical range is approximately 10 meters). For best results, keep your BlackBerry device within direct line of sight of the Bluetooth enabled device. For example, if your BlackBerry device is on the right side of your body, wear a Bluetooth enabled headset in your right ear.

When you turn on Bluetooth technology or when you connect your BlackBerry device to another Bluetooth enabled device, Bluetooth status indicators appear at the top of the Home screen. For more information about Bluetooth indicators, see the printed documentation that came with your BlackBerry device.

Turn on Bluetooth technology

1. On the Home screen, click the **Manage Connections** icon.
2. Select the **Bluetooth** check box.

To turn off Bluetooth® technology, clear the **Bluetooth** check box.

Pair with a Bluetooth enabled device

You must pair your BlackBerry® device with a Bluetooth® enabled device before you can connect to it. For more information about preparing the Bluetooth enabled device for pairing, see the documentation that came with the Bluetooth enabled device.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Set Up Bluetooth**.
3. Click **Search**.
4. Click a Bluetooth enabled device.
5. If necessary, perform one of the following actions:
   - If the Bluetooth enabled device does not have a keyboard (for example, a headset), on your BlackBerry device, type the pairing passkey that is provided in the documentation that came with the Bluetooth enabled device. The passkey is most often a numeric or alpha-numeric code.
   - If the Bluetooth enabled device has a keyboard (for example, a laptop), type a pairing passkey of your own choosing on both devices.

Related topics

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Turn on Bluetooth technology, 276

Connect to a paired Bluetooth enabled device

To perform this task, Bluetooth® technology must be turned on and your BlackBerry® device must be paired with the Bluetooth enabled device.

Your BlackBerry device might attempt to connect to the device automatically when Bluetooth technology is turned on and the devices are within range.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a Bluetooth enabled device.
4. Press the **Menu** key.
5. Click **Connect**.

To disconnect from a paired Bluetooth enabled device, highlight the device. Press the **Menu** key. Click **Disconnect**.

Related topics

Turn on Bluetooth technology, 276

Switch to a paired Bluetooth enabled device during a call

To perform this task, you must turn on Bluetooth® technology.

1. During a call, press the **Menu** key.
2. Click **Activate <Bluetooth device>**.

Related topics

Turn on Bluetooth technology, 276

Share contacts with a paired Bluetooth enabled car kit

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a Bluetooth® enabled car kit.
4. Press the **Menu** key.
5. Click **Connect**.
6. Press the **Menu** key.
7. Click **Transfer Contacts**.

Receive a media file using Bluetooth technology

To perform this task, Bluetooth® technology must be turned on and your BlackBerry® device must be paired with a Bluetooth enabled device.

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. Press the **Menu** key.

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4. Click **Receive Using Bluetooth**.
5. Send a media file from the paired Bluetooth enabled device.
6. If necessary, click **Yes**.
7. Click **Save**.

Send a media file

To perform this task with a paired Bluetooth® enabled device, you must turn on Bluetooth technology.

You can only send media files that you added.

1. On the Home screen, click the **Media** icon.
2. Click a media type.
3. If necessary, click a category.
4. Highlight a media file.
5. Press the **Menu** key.
6. Perform one of the following actions:
   - To send a picture file, click **Send or Share**. Click a message type.
   - To send an audio or video file, click the send option for a message type.

Rename a paired Bluetooth enabled device

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a paired Bluetooth® enabled device.
4. Press the **Menu** key.
5. Click **Device Properties**.
6. In the **Device Name** field, change the name for the Bluetooth enabled device.
7. Press the **Menu** key.
8. Click **Save**.

Delete a paired Bluetooth enabled device

To perform this task, you must first disconnect your BlackBerry® device from the Bluetooth® enabled device.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a Bluetooth enabled device.
4. Press the **Menu** key.
5. Click **Delete Device**.

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Bluetooth technology options

Bluetooth profiles

Depending on your BlackBerry® device model and wireless network, some profiles might not be supported.

A/V Remote Control (AVRCP):
This profile allows you to use the buttons on a Bluetooth enabled headset to perform actions such as adjusting the volume or playing the next or previous media file on your BlackBerry device.

Data Transfer:
This service allows you to connect your BlackBerry device to Bluetooth enabled devices that support the transfer of data such as media files.

Desktop Connectivity:
This service allows you to connect your BlackBerry device to a Bluetooth enabled computer that is running BlackBerry® Desktop Software so that you can synchronize your organizer data.

Dial-Up Networking (DUN):
This profile allows you to use your BlackBerry device as a modem when it is connected to a Bluetooth enabled computer that is running BlackBerry Desktop Software.

Handsfree (HFP):
This profile allows you to connect your BlackBerry device to Bluetooth enabled headsets and car kits that support the Handsfree profile.

Headset (HSP):
This profile allows you to connect your BlackBerry device to Bluetooth enabled headsets that support the Headset profile.

Serial Port Profile:
This profile allows you to connect your BlackBerry device to Bluetooth enabled devices that support desktop connectivity, wireless bypass, and data transfer.

SIM Access:
If your BlackBerry device uses a SIM card, this profile allows you to use a Bluetooth enabled car kit to control the SIM card on your BlackBerry device so that you can make and receive calls using the car kit. When you use this feature, data services (browser service, email messaging, PIN messaging, and MMS messaging) are not available on your device, and phone services are accessible only through the car kit. Before you can use this feature, you might need to enter a 16-digit alphanumeric code, generated by the car kit, on your BlackBerry device.

Wireless Bypass:
This service allows you to connect your BlackBerry device to a Bluetooth enabled computer that is running BlackBerry Desktop Software so that you can send and receive email messages and synchronize your organizer data without using a connection to the wireless network. To use this service, your email account must use a BlackBerry® Enterprise Server.

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Prevent your device from sharing contacts with Bluetooth enabled devices

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **Contacts Transfer** field.
6. Press the **Menu** key.
7. Click **Save**.

To share contacts with Bluetooth® enabled devices again, change the **Contacts Transfer** field to **All Entries**.

Restrict outgoing calls

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the **Menu** key.
4. Click **Options**.
5. Set the **Allow outgoing calls** field to **Never** or **If Unlocked**.
6. Press the **Menu** key.
7. Click **Save**.

Make your BlackBerry device discoverable

If you make your BlackBerry® device discoverable, other Bluetooth® enabled devices can detect your device.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the **Menu** key.
4. Click **Options**.
5. Set the **Discoverable** field to **2 Minutes**.
6. Press the **Menu** key.
7. Click **Save**.

After two minutes, the **Discoverable** field switches to **No** automatically.

Change the pairing name for your BlackBerry device

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the **Menu** key.
4. Click **Options**.
5. In the **Device Name** field, type a name for your BlackBerry® device.

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6. Press the **Menu** key.
7. Click **Save**.

Turn off Bluetooth connection notification

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **LED Connection Indicator** field to **Off**.
6. Press the **Menu** key.
7. Click **Save**.

To turn on Bluetooth® connection notification again, change the **LED Connection Indicator** field to **On**.

Turn off the prompt that appears when connecting or pairing

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a Bluetooth® enabled device.
4. Press the **Menu** key.
5. Click **Device Properties**.
6. Set the **Trusted** field to **Yes**.
7. Press the **Menu** key.
8. Click **Save**.

To turn on the prompt again, set the **Trusted** field to **Prompt**.

Turn off a Bluetooth profile

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the **Menu** key.
4. Click **Options**.
5. Clear the check box beside one or more Bluetooth® profiles.
6. Press the **Menu** key.
7. Click **Save**.

Related topics

Bluetooth profiles, 279

Encrypt data that you send or receive using Bluetooth technology

To perform this task, the paired Bluetooth® enabled device must support data encryption.

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1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **Security Level** field to **High+Encryption**.
6. Press the **Menu** key.
7. Click **Save**.

Turn off automatic reconnection to Bluetooth enabled devices

By default, when you turn on your BlackBerry® device, your device attempts to connect to the last Bluetooth® enabled device you used.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the **Menu** key.
4. Click **Options**.
5. Change the **Connect on Power Up** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Troubleshooting: Bluetooth technology

I cannot type a passkey on a Bluetooth enabled device

If you cannot type a passkey on a Bluetooth® enabled device, the passkey might already be defined.

On your BlackBerry® device, in the **Enter passkey for <device name>** field, try typing **0000**.

My list of paired Bluetooth enabled devices does not appear

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that you have added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

Related topics

Bluetooth technology basics, 276

I cannot pair with a Bluetooth enabled device

Try performing the following actions:

- Verify that your BlackBerry® device is compatible with the Bluetooth® enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If you do not know the passkey for your Bluetooth enabled device, see the documentation that came with the Bluetooth enabled device.

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- If your BlackBerry device does not detect the Bluetooth enabled device that you want to pair with, try making your BlackBerry device discoverable for a short period of time. In particular, many car kits need to discover your BlackBerry device rather than your BlackBerry device discovering the car kit. On the Home screen, click the **Manage Connections** icon. Click **Set Up Bluetooth**. Click **Listen**. Bluetooth enabled devices can detect your BlackBerry device for two minutes.
- Turn off encryption for Bluetooth connections between your BlackBerry device and the Bluetooth enabled device. On the Home screen, click the **Manage Connections** icon. Click **Bluetooth Options**. Highlight a Bluetooth enabled device. Press the **Menu** key. Click **Device Properties**. Change the **Encryption** field to **Disabled**. Press the **Menu** key. Click **Save**.

I cannot share contacts with a paired Bluetooth enabled device

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that your BlackBerry® device is paired with the Bluetooth enabled device.
- Verify that, in the Bluetooth options, the **Contacts Transfer** field is not set to **Disabled**.
- Verify that your BlackBerry device is connected to a Bluetooth enabled device that supports the Handsfree profile or the Object Push profile. For more information about supported profiles, see the documentation that came with the Bluetooth enabled device.

Related topics

Bluetooth technology basics, 276

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GPS technology

Depending on your wireless service provider, this feature might not be supported.

About GPS technology

Depending on your wireless service provider, this feature might not be supported.

You can use GPS technology on your BlackBerry® device to get your GPS location and to use location-based applications and location-based services. Location-based applications can use your GPS location to provide you with information such as driving directions.

If your device does not have an internal GPS receiver or your wireless service provider does not support location-based services and you want to use GPS technology, you can pair your BlackBerry device with a Bluetooth® enabled GPS receiver. For more information, contact your wireless service provider.

If your device is connected to a CDMA network and you make an emergency call or your device is in Emergency Callback Mode, an emergency operator might be able to use GPS technology to estimate your location.
Note: In an emergency, always provide the emergency operator with as much information as possible. Emergency operators might not be able to estimate your location using only GPS technology.

Get your GPS location

Depending on your wireless service provider and wireless network, this feature might not be supported. To perform this task, you must pair your BlackBerry® device with a Bluetooth® enabled GPS receiver if your device does not have an internal GPS receiver.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **GPS**.
4. Press the **Menu** key.
5. Click **Refresh GPS**.

The longitude and latitude coordinates for your current location appear.

Turn off location aiding

Depending on your wireless service provider and wireless network, this feature might not be supported. By default, location aiding is turned on to improve the performance of GPS technology. When location aiding is turned on, your BlackBerry® device connects to a central server periodically, which can increase your data service charges. To avoid these charges, you can turn off location aiding, but it might take longer for your device to get your GPS location. For more information, contact your wireless service provider.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.

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3. Click **GPS**.
4. Perform one of the following actions:
   - To turn off location aiding, change the **Location Aiding** field to **Disabled**.
   - To turn off location aiding when roaming, change the **Location Aiding** field to **Disabled While Roaming**.
5. Press the **Menu** key.
6. Click **Save**.

Prevent others from tracking your location

If your email account uses a BlackBerry® Enterprise Server, your administrator might be able to track the location of your BlackBerry device. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **GPS**.
4. Change the **GPS Services** field to **Location Off**.
5. Press the **Menu** key.
6. Click **Save**.

Troubleshooting: GPS technology

I cannot use GPS technology

Try performing the following actions:

- If you are outdoors, move away from buildings and expose your device to open sky.
- If you are indoors, move close to a window.
- If you have paired your BlackBerry® device with a Bluetooth® enabled GPS receiver, verify that the Bluetooth enabled GPS receiver is turned on.
- If you are using GPS technology for the first time, wait a short period of time for your device to get your GPS location.

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Maps

Map basics

Get directions

1. On the Home screen or in a folder, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Get Directions**.
4. Perform one of the following actions to specify a starting location:
   - To specify a new location, type the location information in the **Enter (or Select) Start Location** field.
   - To specify a location for a contact, type the contact name in the **Enter (or Select) Start Location** field.
   - To specify your current location, if your BlackBerry® device has an internal GPS receiver or is paired with a Bluetooth® enabled GPS receiver, click **Where I Am**.
   - To specify a recently viewed location, click **Recent**.
   - To specify a saved location, click **Favorites**.
5. Repeat step 4 to specify an ending location.
6. Select or clear the check box beside one or more route options.

To get directions from the ending location to the starting location, press the **Menu** key. Click **Reverse Directions**.

View directions as a route on a map

When viewing text directions, click **View On Map**.

To view text directions again, press the **Menu** key. Click **View Directions**.

Send a route or a map

1. On a map, press the **Menu** key.
2. Click **Send Directions** or **Send Location**.
3. Click a message type.

View a location on a map

1. On the Home screen, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Find Location**.
4. Perform one of the following actions:

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- To view a new location, type an address in the **Find** field. To type the address information into specific address fields, click **Advanced**.
- To view a location for a contact, type the contact name in the **Find** field.
- To specify your current location, if your BlackBerry® device has an internal GPS receiver or is paired with a Bluetooth® enabled GPS receiver, click **Where I Am**.
- To view a location that you viewed recently, click **Recent**.
- To view a saved location, click **Favorites**.

If you are viewing a location other than your current location, to get directions to this location from your current location, press the **Menu** key. Click **Navigate to Here**. Your device must have an internal GPS receiver or be paired with a Bluetooth enabled GPS receiver to perform this task.

View an address on a map using a link

When your BlackBerry® devices recognizes an address in certain applications such as instant messaging applications and MemoPad, your device underlines the address.

1. Highlight an underlined address.
2. Press the **Menu** key.
3. Click **View on Map**.

View a list of points of interest near a location

You can search for points of interest such as businesses, airports, schools, parks, or landmarks.

1. On a map, press the **Menu** key.
2. Click **Local Search**.
3. Type the point of interest information.
4. Press the **Enter** key.

View points of interest on a map

1. On the Home screen, click the **Maps** icon.
2. When viewing a list of points of interest, click **View On Map**.

To view a list of points of interest again, press the **Menu** key. Click **View Businesses**.

Track your movement

To perform this task, you must set a GPS receiver to use when you track your movement.

1. On a map, press the **Menu** key.
2. Click **Start GPS Navigation**.

To stop tracking your movement, press the **Menu** key. Click **Stop GPS Navigation**.

Related topics

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About GPS technology, 28

Set a home or work address

1. On a map, press the **Menu** key.
2. Click **Layers**.
3. If necessary, expand the **Favorites** folder and the **Locations** folder.
4. Highlight **Home** or **Work**.
5. Press the **Menu** key.
6. Click **Edit**.
7. Edit the address information.
8. Press the **Menu** key.
9. Click **Lookup Address**.

Show or hide a layer on a map

You can set your BlackBerry® device to display routes and locations that you have viewed recently on a map, as well as routes and locations that you have bookmarked.

1. On the Home screen or in a folder, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Layers**.
4. Highlight a layer.
5. Press the **Menu** key.
6. Click **Show** or **Hide**.

Navigation

Zoom in to a direction on a route

1. On a map, highlight a direction on a route.
2. Press the **Menu** key.
3. Click **Zoom To Point**.

Zoom in to or out from a map

1. On a map, press the **Menu** key.
2. Click **Zoom**.
3. Perform one of the following actions:
   - To zoom in, slide your finger up on the trackpad.
   - To zoom out, slide your finger down on the trackpad.

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Pan a map

On a map, slide your finger in any direction on the trackpad.

Maps bookmarks

Add a bookmark for a location or route

1. On the Home screen, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Add To Favorites**.
4. Perform any of the following actions:
   - To rename the bookmark, in the **Label** field, type a new name.
   - To file the bookmark in a different location, change the **Folder** field.
5. Click **OK**.

Change a bookmark for a location or route

1. On the Home screen, click the **Maps** icon
2. On a map, press the **Menu** key.
3. Click **Find Location**.
4. Click **Favorites**.
5. Highlight a bookmark.
6. Press the **Menu** key.
7. Click **Edit**.
8. Change the bookmark.
9. Press the **Menu** key.
10. Click **Save**.

Delete a bookmark for a location or route

1. On the Home screen, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Find Location**.
4. Click **Favorites**.
5. Highlight a bookmark.
6. Press the **Menu** key.
7. Click **Delete**.

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Add a bookmark folder for locations or routes

1. On the Home screen, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Find Location**.
4. Click **Favorites**.
5. Press the **Menu** key.
6. Click **Add Subfolder**.

File a bookmark for a location or route

1. On the Home screen, click the **Maps** icon.
2. On a map, press the **Menu** key.
3. Click **Find Location**.
4. Click **Favorites**.
5. Highlight a bookmark.
6. Press the **Menu** key.
7. Click **Move**.
8. Click a new location.

Map options

Set the GPS receiver that you use to track your movement

To perform this task, if you don't have an internal GPS receiver, you must pair your BlackBerry® device with a Bluetooth® enabled GPS receiver.

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Change the **GPS Source** field.
4. Press the **Menu** key.
5. Click **Save**.

Clear the map cache

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Press the **Menu** key.
4. Click **Clear Cache**.
5. Click **Delete**.

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View status information at the top of a map

You can view the battery power level, wireless coverage level indicators, the time, and satellite and Bluetooth® connection information at the top of maps.

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Change the **Hide Title Bar** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

To hide the status information again, change the **Hide Title Bar** field to **Yes**.

View north at the top of a map

By default, when you are tracking your movement, the direction that you are moving appears at the top of the map.

1. On a map, press the **Menu** key.
2. Click **North Up**.

To view the direction that you are moving at the top of the map again, press the **Menu** key. Click **Track Up**.

Hide the tracking information at the bottom of a map

1. When tracking your movement on a map, press the **Menu** key.
2. Click **Hide Dashboard**.

To view the tracking information again, press the **Menu** key. Click **Show Dashboard**.

Keep backlighting on when you track your movement

By default, backlighting turns off automatically after a timeout to conserve battery power. You can change map options so that backlighting remains on when you track your movement unless the battery power level drops below a specified percentage.

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Change the **Backlight Timeout When** field.
4. Press the **Menu** key.
5. Click **Save**.

Related topics

Set how long backlighting remains on, 259

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View a geotagged picture on a map

When you highlight a geotagged picture that is saved on your BlackBerry® device, a globe indicator appears beside the file name in the lower-left corner of the screen.

1. On the Home screen, click the **Media** icon.
2. Click **Pictures**.
3. Click a category.
4. Highlight a geotagged picture.
5. Press the **Menu** key.
6. Click **View on Map**.

Map shortcuts

- To zoom in to a map, press **I**.
- To zoom out from a map, press **O**.
- To move to the next direction on a route, press **N**.
- To move to the previous direction on a route, press **P**.
- To view status information at the top of a map, press **U**. To hide status information at the top of a map, press **U** again.
- To view tracking information at the bottom of a map while you are tracking your movement, press the **Space** key. To hide tracking information at the bottom of a map, press the **Space** key again.

Troubleshooting: Maps

Diagonal lines appear on a map

Diagonal lines appear on a map when your BlackBerry® device loads a new map or when your device is not connected to the wireless network.

If diagonal lines appear for a long period of time, verify that your device is connected to the wireless network.

Some features are not available on my device

The availability of certain features on your BlackBerry® device might be affected based on various items such as your device model and wireless service plan.

If your email account uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If an administrator has set an option for you, a red lock indicator appears beside the option field.

For more information about the features that are available on your device, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related topics

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Feature availability, 0

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Applications

About multitasking

Your BlackBerry® device supports multitasking, which allows you to run more than one application at a time. During a call, for example, you might want to switch to the calendar application to view your appointments or switch to the contacts application to look up a contact. While you are playing a song, you might want to switch to the messages application to reply to a message.

There are also shortcuts for most applications that can help you to perform common tasks quickly.

Note: The more applications that you have running, the more memory and battery power your device uses. To optimize the performance of your device, try to close applications when you are finished with them.

Related topics

Keep an application running and switch to another application, 294
Keep an application running and return to the Home screen, 294
Close an application so that it is not running, 295

Keep an application running and switch to another application

1. In an application, press and hold the **Menu** key.
2. In the application switcher, scroll to the left or right and click an application icon.
3. If the application icon that you want does not appear, click the **Home screen** icon and navigate to the application icon that you are looking for.

Related topics

Keep an application running and return to the Home screen, 294
Close an application so that it is not running, 295

Keep an application running and return to the Home screen

In an application, perform one of the following actions:

- If you are not on a call, press the **End** key.
- If you are on a call, press and hold the **Menu** key. Click the **Home screen** icon.

Note: If you press the End key while you are on a call, you will end the call even if you have switched to another application.

Related topics

Keep an application running and switch to another application, 294
Close an application so that it is not running, 295

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Close an application so that it is not running

To optimize the performance of your BlackBerry® device, try to close applications when you are finished with them.

In an application, perform one of the following actions:

- Press the **Menu** key. Click **Close**.
- Press the **Escape** key. If necessary, continue to press the **Escape** key until the Home screen appears.

Related topics

Keep an application running and switch to another application, 294
Keep an application running and return to the Home screen, 294

About adding applications

The BlackBerry App World™ storefront allows you to search for and download applications for your BlackBerry® device. From BlackBerry App World, you can browse featured and top downloaded items, such as games, social networking applications, and productivity applications. You can view applications by category and search by keyword. Using an existing PayPal® account, you can buy and download items over the wireless network to your device. Items that you buy are stored in BlackBerry App World on the My World screen. To download BlackBerry App World, visit www.blackberryappworld.com. Depending on your wireless service provider, BlackBerry App World might not be available.

You can also access new applications through the application center. You can use the application center to add, update, or return to the previous version of a select number of applications that are hosted by your wireless service provider. This might include social networking applications, instant messaging applications, and applications that are specific to your wireless service provider.

Data charges might apply when you add a new application. For more information, contact your wireless service provider.

About instant messaging applications

You can download instant messaging applications for your BlackBerry® device from the BlackBerry App World™ storefront. By default, your BlackBerry device comes with BlackBerry® Messenger. You can use BlackBerry Messenger to chat with people who have a BlackBerry device by sending and receiving messages and files. You can also change your status and display picture. With the BlackBerry® Groups feature of BlackBerry Messenger, you can share pictures, lists, appointments, and more.

You must have a wireless service data plan to use these applications. Depending on your wireless service provider or organization, some applications or features might not be supported.

For more information about BlackBerry Messenger and other instant messaging applications, visit www.blackberry.com/support. If you need help using an instant messaging application, you can find answers in the application by pressing the **Menu** key and clicking **Help** on your device.

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About social networking applications

You can use social networking applications on your BlackBerry® device to stay connected with your social networking contacts. Depending on the social networking application, you might be able to send messages, share pictures, change your status, and more.

You can download social networking applications for your BlackBerry device from the BlackBerry App World™ storefront. You must have a wireless service data plan to use these applications. Depending on your wireless service provider or organization, some applications or features might not be supported.

For more information about social networking applications, visit www.blackberry.com/support. If you need help using a social networking application, you can find answers in the application by pressing the **Menu** key and clicking **Help** on your device.

Add, update, or return to the previous version of an application using the application center

You can use the application center to add, update, or return to the previous version of a select number of applications that are hosted by your wireless service provider.

1. In the application center, click an application.
2. Click **Install**.
3. Click **Download**.

Add an application

1. On a web page, highlight a link for an application.
2. Press the **Menu** key.
3. Click **Download**.
4. Click **OK**.

View properties for an application

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Applications**.
3. Click an application.

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Delete a third-party application

If your device is associated with an email account that uses a BlackBerry® Enterprise Server, you might not be able to delete some third-party applications. For more information, contact your administrator.

1. On the Home screen or in a folder, highlight a third-party application.
2. Press the **Menu** key.
3. Click **Delete**.

Receive a device password prompt before you add an application

To perform this task, you must have set a BlackBerry® device password.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Change the **Prompt on application install** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

View the size of an application database

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Status**.
3. Press the **Menu** key.
4. Click **Database Sizes**.

Check for application updates

You can use the application center to check for updates for a select number of applications that are hosted by your wireless service provider.

In the application center, perform one of the following actions:

- To check for application updates manually, click **Refresh**.
- To check for application updates automatically, press the **Menu** key. Click **Auto Refresh List**.

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Troubleshooting: Applications

I cannot add, update, or return to the previous version of an application

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your device has enough memory to add or update the application.

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BlackBerry Device Software

About updating the BlackBerry Device Software

You might want to update your BlackBerry® Device Software for one of the following reasons:

- to access new applications and features
- to resolve a technical issue
- your wireless service provider requires that you update the BlackBerry Device Software.

The duration of the update process can range from 15 minutes to 2 hours, depending on the type of update, the amount of device data, and the number of applications on your BlackBerry device. You cannot use your device or make emergency calls when the update is in progress. During the update, your device might reset or display a white screen momentarily - this is expected. Do not remove the battery while the update is in progress.

You might be able to update your BlackBerry Device Software over the wireless network, from a web site, or using the BlackBerry® Desktop Manager.

You can update your BlackBerry Device Software over the wireless network if a Wireless Update icon appears on the Home screen of your device. You can also check for updates manually through the device options. The available update might be a complete software update, or a partial software update only. If the available update is a complete software update, your device data is backed up on your device and restored during the installation process. Depending on the options set by your wireless service provider or administrator, you might not be able to update the BlackBerry Device Software over the wireless network. Depending on your wireless service provider, extra fees might apply when you download the update to your device.

If your device is associated with the BlackBerry® Internet Service, you can update the BlackBerry Device Software by connecting your device to your computer and visiting www.blackberry.com/update.

If you have installed the BlackBerry® Desktop Software on your computer, you can update the BlackBerry Device Software using the BlackBerry Desktop Manager. For more information about updating the software using the BlackBerry Desktop Manager, see the online help that is available in the BlackBerry Desktop Manager.

Update the BlackBerry Device Software over the wireless network

Depending on the options set by your wireless service provider or administrator, you might not be able to perform this task.

You can use your BlackBerry® device when you download the BlackBerry® Device Software but not when you install the software. You have the option to schedule the update to occur at a specific time.

1. On the Home screen, click the **Wireless Update** icon. If you do not have the Wireless Update icon, on the Home screen, click the **Options** icon. Click **Advanced Options**. Click **Wireless Update**.
2. Complete the instructions on the screen.

Note: During the installation process, your device might reset or display a white screen. If encryption is turned on, you might need to type your password at various times during the installation process.

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Return to the previous version of the BlackBerry Device Software

Depending on the options set by your wireless service provider or administrator, you might not be able to perform this task.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Wireless Update**.
4. Click **Previous update succeeded**.
5. Click **Downgrade**.

Delete the previous version of the BlackBerry Device Software

If you update your BlackBerry® Device Software, the previous version of the software might be stored on your BlackBerry device for up to 30 days. To increase the amount of application memory on your device, you can remove the previous version manually.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Wireless Update**.
4. Click **Previous update succeeded**.
5. Press the **Menu** key.
6. Click **Delete Downgrade Data**.

Check for BlackBerry Device Software updates that you can install over the wireless network

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Wireless Update**.
4. If your device displays the Introduction screen, click **Next**.
5. Click **Check for Updates**.
6. If there is an update available, to download the software, click the update.
7. Complete the instructions on the screen.

About updating the BlackBerry Device Software from a web site

If your BlackBerry® device is associated with the BlackBerry® Internet Service, you can update your BlackBerry® Device Software by connecting your device to your computer and visiting the update web site. You can also sign up to receive email notifications when new software for your device is available.

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The first time that you visit the update web site, you download the BlackBerry® Application Loader to your computer, allowing you to update your software without connecting to the wireless network and without contributing to data usage in your wireless service plan.

The duration of the update process can range from 15 minutes to 2 hours, depending on the type of update, the amount of device data, and the number of applications on your device. You cannot use your device or make emergency calls when you install the software.

Update the BlackBerry Device Software from a web site

If your BlackBerry® device is associated with a BlackBerry® Enterprise Server you might not be able to perform this task. Check with your administrator for BlackBerry® Device Software updates that have been approved for use in your organization.

1. From your computer, visit the BlackBerry Device Software update site.
2. Click **Check for Updates**.
3. Connect your BlackBerry device to your computer.
4. On the Update summary screen, select the check box beside the update that you want to install.
5. Perform any of the following actions:
   - To add or remove optional applications, click **Options**. Select or clear the check box beside one or more applications. Click **Next**.
   - To back up your device data or delete all device data, click **Settings**. Select the check box beside one or more data types. Click **OK**.
6. Click **Next**.
7. Complete the information on the screen to sign up for or decline email notifications for new software.
8. Click **Next**.
9. Click **Finish**.

Troubleshooting BlackBerry Device Software

I cannot update the BlackBerry Device Software over the wireless network

Depending on the options set by your wireless service provider or administrator, you might not be able to update your BlackBerry® Device Software over the wireless network.

Try performing the following actions:

- Verify that your BlackBerry device is connected to a wireless network.
- Verify that your device has enough memory to update the BlackBerry Device Software.
- If your device has WLAN connection capability, connect to a WLAN network and then try updating your BlackBerry Device Software again.
- Verify that you are not roaming outside of your wireless service provider's wireless coverage area. Depending on your wireless service provider, you might not be able to update your BlackBerry Device Software when roaming. For more information, contact your wireless service provider.
- You might also be able to update your BlackBerry Device Software from your wireless service provider's web site.

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My device does not have enough available memory to update the BlackBerry Device Software

Try performing the following actions:

- Delete media files, display languages, or third-party applications that you do not use.
- Transfer media files that you have stored in the BlackBerry® device memory to a media card.

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BlackBerry Device Software

About updating the BlackBerry Device Software

You might want to update your BlackBerry® Device Software for one of the following reasons:

- to access new applications and features
- to resolve a technical issue
- your wireless service provider requires that you update the BlackBerry Device Software.

The duration of the update process can range from 15 minutes to 2 hours, depending on the type of update, the amount of device data, and the number of applications on your BlackBerry device. You cannot use your device or make emergency calls when the update is in progress. During the update, your device might reset or display a white screen momentarily - this is expected. Do not remove the battery while the update is in progress.

You might be able to update your BlackBerry Device Software over the wireless network, from a web site, or using the BlackBerry® Desktop Manager.

You can update your BlackBerry Device Software over the wireless network if a Wireless Update icon appears on the Home screen of your device. You can also check for updates manually through the device options. The available update might be a complete software update, or a partial software update only. If the available update is a complete software update, your device data is backed up on your device and restored during the installation process. Depending on the options set by your wireless service provider or administrator, you might not be able to update the BlackBerry Device Software over the wireless network. Depending on your wireless service provider, extra fees might apply when you download the update to your device.

If your device is associated with the BlackBerry® Internet Service, you can update the BlackBerry Device Software by connecting your device to your computer and visiting www.blackberry.com/update.

If you have installed the BlackBerry® Desktop Software on your computer, you can update the BlackBerry Device Software using the BlackBerry Desktop Manager. For more information about updating the software using the BlackBerry Desktop Manager, see the online help that is available in the BlackBerry Desktop Manager.

Update the BlackBerry Device Software over the wireless network

Depending on the options set by your wireless service provider or administrator, you might not be able to perform this task.

You can use your BlackBerry® device when you download the BlackBerry® Device Software but not when you install the software. You have the option to schedule the update to occur at a specific time.

1. On the Home screen, click the **Wireless Update** icon. If you do not have the Wireless Update icon, on the Home screen, click the **Options** icon. Click **Advanced Options**. Click **Wireless Update**.
2. Complete the instructions on the screen.

Note: During the installation process, your device might reset or display a white screen. If encryption is turned on, you might need to type your password at various times during the installation process.

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Return to the previous version of the BlackBerry Device Software

Depending on the options set by your wireless service provider or administrator, you might not be able to perform this task.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Wireless Update**.
4. Click **Previous update succeeded**.
5. Click **Downgrade**.

Delete the previous version of the BlackBerry Device Software

If you update your BlackBerry® Device Software, the previous version of the software might be stored on your BlackBerry device for up to 30 days. To increase the amount of application memory on your device, you can remove the previous version manually.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Wireless Update**.
4. Click **Previous update succeeded**.
5. Press the **Menu** key.
6. Click **Delete Downgrade Data**.

Check for BlackBerry Device Software updates that you can install over the wireless network

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Wireless Update**.
4. If your device displays the Introduction screen, click **Next**.
5. Click **Check for Updates**.
6. If there is an update available, to download the software, click the update.
7. Complete the instructions on the screen.

About updating the BlackBerry Device Software from a web site

If your BlackBerry® device is associated with the BlackBerry® Internet Service, you can update your BlackBerry® Device Software by connecting your device to your computer and visiting the update web site. You can also sign up to receive email notifications when new software for your device is available.

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The first time that you visit the update web site, you download the BlackBerry® Application Loader to your computer, allowing you to update your software without connecting to the wireless network and without contributing to data usage in your wireless service plan.

The duration of the update process can range from 15 minutes to 2 hours, depending on the type of update, the amount of device data, and the number of applications on your device. You cannot use your device or make emergency calls when you install the software.

Update the BlackBerry Device Software from a web site

If your BlackBerry® device is associated with a BlackBerry® Enterprise Server you might not be able to perform this task. Check with your administrator for BlackBerry® Device Software updates that have been approved for use in your organization.

1. From your computer, visit the BlackBerry Device Software update site.
2. Click **Check for Updates**.
3. Connect your BlackBerry device to your computer.
4. On the Update summary screen, select the check box beside the update that you want to install.
5. Perform any of the following actions:
   - To add or remove optional applications, click **Options**. Select or clear the check box beside one or more applications. Click **Next**.
   - To back up your device data or delete all device data, click **Settings**. Select the check box beside one or more data types. Click **OK**.
6. Click **Next**.
7. Complete the information on the screen to sign up for or decline email notifications for new software.
8. Click **Next**.
9. Click **Finish**.

Troubleshooting: BlackBerry Device Software

I cannot update the BlackBerry Device Software over the wireless network

Depending on the options set by your wireless service provider or administrator, you might not be able to update your BlackBerry® Device Software over the wireless network.

Try performing the following actions:

- Verify that your BlackBerry device is connected to a wireless network.
- Verify that your device has enough memory to update the BlackBerry Device Software.
- If your device has Wi-Fi® connection capability, connect to a Wi-Fi network and then try updating your BlackBerry Device Software again.
- Verify that you are not roaming outside of your wireless service provider's wireless coverage area. Depending on your wireless service provider, you might not be able to update your BlackBerry Device Software when roaming. For more information, contact your wireless service provider.
- You might also be able to update your BlackBerry Device Software from your wireless service provider's web site.

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My device does not have enough available memory to update the BlackBerry Device Software

Try performing the following actions:

- Delete media files, display languages, or third-party applications that you do not use.
- Transfer media files that you have stored in the BlackBerry® device memory to a media card.

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Wireless network coverage

Turn on the connection to the wireless network

If the OFF indicator appears at the top of your Home screen, you might want to turn on the connection to the wireless network. You should keep the connection turned off in certain places, such as on an airplane or in a hospital.

1. On the Home screen, click the **Manage Connections** icon.
2. Perform one of the following actions:
   - To turn on the connection to the wireless network, select the check box beside **Mobile Network**.
   - To turn on the wireless connections that were turned on previously, click **Restore Connections**.

Turn off the connection to the wireless network

You should turn off the connection to the wireless network in certain places, such as on an airplane or in a hospital. For more information, see the *Safety and Product Information* booklet for your BlackBerry® device.

1. On the Home screen, click the **Manage Connections** icon.
2. Perform one of the following actions:
   - To turn off the wireless network connection, clear the check box beside **Mobile Network**.
   - To turn off all wireless connections, click **Turn All Connections Off**.

Turn on or turn off data service or set roaming options

Depending on your wireless service plan, you might be able to turn off data service (email messages, PIN messages, MMS messages, and browser service) on your BlackBerry® device so that only phone and SMS text messaging are available. You can also set your device to turn off data services when roaming. For more information, contact your wireless service provider.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Perform one of the following actions:
   - To turn on or turn off data service, change the **Data Services** field.
   - To turn on or turn off data service when roaming, change the **While Roaming** field.
   - To receive a prompt when roaming that allows you to turn on or turn off data service, change the **While Roaming** field to **Prompt**.
4. Press the **Menu** key.
5. Click **Save**.

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Wireless networks that your device connects to

For more information about the wireless networks that your BlackBerry® device connects to, see the *Safety and Product Information* booklet for your device.

BlackBerry device	Networks
BlackBerry® Curve™ 8980 smartphone	• GSM® (including GPRS, EDGE) • WLAN

Turn on LED notification for wireless coverage

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **LED Coverage Indicator** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.

To turn off wireless coverage notification, set the **LED Coverage Indicator** field to **Off**.

Check the status of network connections and services

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Services Status**.

Roaming

About roaming and international roaming

In most cases, your BlackBerry® device automatically connects to the appropriate wireless network when you travel outside your wireless service provider's coverage area. Sometimes you might have to provide login information before you can access a wireless network. When you roam, a triangular roaming indicator appears at the top of the Home screen.

If your device requires a SIM card, your wireless service provider might need to set up your SIM card with roaming services before you can roam.

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If your device normally connects to a CDMA network and your device supports international roaming, you might need to get a SIM card that is set up for international roaming from your wireless service provider. Your phone number stays the same when you travel internationally.

For more information about roaming and roaming fees, contact your wireless service provider.

Switch wireless networks manually

To perform this task, your wireless service plan must include this service and your BlackBerry® device must be connected to a GSM® or UMTS® network.

Your device is designed to switch to an appropriate wireless network automatically when you travel.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Change the **Network Selection Mode** field to **Manual**.
4. Click **Scan for Available Networks**.
5. Click a wireless network.
6. Click **Select Network**.
7. Press the **Menu** key.
8. Click **Save**.

To connect to your wireless service provider's wireless network again, change the **Network Selection Mode** field to **Automatic**.

About wireless coverage indicators

Indicators in the top right-hand corner of the Home screen display the wireless coverage level for the area in which you are using your BlackBerry® device. For more information about wireless coverage areas, contact your wireless service provider.

The indicator that displays five ascending bars provides information about the strength of the wireless signal. Three or more bars indicates a strong signal. A reduced signal display might indicate increased power output from your device as it attempts to connect to a weak signal.

If the wireless coverage indicators display anything other than 1XEV, 1X, 3G , EDGE, GPRS, NXTL, MIKE, or NTWK, you might be in an area of reduced wireless coverage where features such as email messaging and internet browsing are not available (you might only be able to make a phone call or send and receive SMS text messages). If the SOS wireless coverage indicator appears, you can only call emergency numbers. If the X indicator appears, you are in an area of no wireless coverage.

If your device includes WLAN support, a dimmed WLAN logo with a network name displayed at the top of the screen indicates that your device is connected to a WLAN network but does not have access to BlackBerry services such as email messaging and internet browsing over the WLAN connection.

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Preferred wireless network list

About the preferred wireless network list

Your wireless service provider might have agreements with other wireless service providers that permit you to use their services when you are traveling. You can use the preferred wireless network list to control the order in which your BlackBerry® device uses these other wireless networks.

Your device tries to connect to a wireless network based on the order in which the wireless networks appear in your preferred wireless network list. When you travel, your device scans for the wireless networks on this list first. If no wireless network on the list is available, your device is designed to connect to another available wireless network automatically.

Note: Extra fees usually apply when you roam. For more information about roaming fees, contact your wireless service provider.

Add a wireless network to the preferred wireless network list

To perform this task, your BlackBerry® device must be connected to a GSM® or UMTS® network.

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Press the **Menu** key.
4. Click **My Preferred Network List**.
5. Press the **Menu** key.
6. Click **Add Network**.
7. Perform one of the following actions:
   - To scan for a wireless network to add, click **Select From Available Networks**. Click a wireless network. Click **Select Network**.
   - To scan for a wireless network that is already known to your device, click **Select From Known Networks**. Click a wireless network. Click **Select Network**.
   - To add a wireless network, click **Manual Entry**. Set the priority for the wireless network. Type the MCC and MNC.
8. Press the **Menu** key.
9. Click **Save**.

Delete a wireless network from the preferred wireless network list

To perform this task, your BlackBerry® device must be connected to a GSM® or UMTS® network.

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Press the **Menu** key.

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4. Click **My Preferred Network List**.
5. Highlight a wireless network.
6. Press the **Menu** key.
7. Click **Delete**.
8. Press the **Menu** key.
9. Click **Save**.

Change the order of preferred wireless networks

To perform this task, your BlackBerry® device must be connected to a GSM® or UMTS® network.

Depending on your wireless service plan, this feature might not be supported. Your BlackBerry device connects to networks based on the order that they appear in the preferred network list.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Press the **Menu** key.
4. Click **My Preferred Network List**.
5. Highlight a wireless network.
6. Press the **Menu** key.
7. Click **Move**.
8. Click the new location.
9. Press the **Menu** key.
10. Click **Save**.

Troubleshooting wireless network coverage

I cannot connect to a wireless network

Depending on your BlackBerry® device model and wireless network, this feature might not be supported.

Try performing the following actions:

- If your BlackBerry® device uses a SIM card, verify that your SIM card is inserted in your device correctly.
- If your device normally connects to a CDMA network and your device supports international roaming, verify that your device is in global roaming mode and that your SIM card is inserted in your device correctly.
- Verify that you have turned on the connection to the wireless network.
- Verify that you are connected to your wireless service provider's network. If you switched wireless networks manually, your device remains connected to that wireless network until you select your wireless service provider's network again.
- If you have set a specific speed for wireless network connections, verify that you are in a wireless coverage area that supports the connection speed.
- If you have a WLAN enabled device and your wireless service provider supports UMA, verify that your connection preference is not set to WLAN Only.

Related topics

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Turn off the connection to the wireless network, 307
Switch wireless networks manually, 309

I cannot synchronize a certificate

Verify that the certificate synchronization tool of the BlackBerry® Desktop Manager is installed on your computer. If the certificate synchronization tool is not installed on your computer, re-install the BlackBerry® Desktop Software. For more information about installing the BlackBerry Desktop Software, see the printed documentation that came with your BlackBerry device.

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Wireless network coverage

Turn on the connection to the wireless network

If the OFF indicator appears at the top of your Home screen, you might want to turn on the connection to the wireless network. You should keep the connection turned off in certain places, such as on an airplane or in a hospital.

1. On the Home screen, click the **Manage Connections** icon.
2. Perform one of the following actions:
   - To turn on the connection to the wireless network, select the check box beside **Mobile Network**.
   - To turn on the wireless connections that were turned on previously, click **Restore Connections**.

Turn off the connection to the wireless network

You should turn off the connection to the wireless network in certain places, such as on an airplane or in a hospital. For more information, see the *Safety and Product Information* booklet for your BlackBerry® device.

1. On the Home screen, click the **Manage Connections** icon.
2. Perform one of the following actions:
   - To turn off the wireless network connection, clear the check box beside **Mobile Network**.
   - To turn off all wireless connections, click **Turn All Connections Off**.

Turn on or turn off data service or set roaming options

Depending on your wireless service plan, you might be able to turn off data service (email messages, PIN messages, MMS messages, and browser service) on your BlackBerry® device so that only phone and SMS text messaging are available. You can also set your device to turn off data services when roaming. For more information, contact your wireless service provider.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Perform one of the following actions:
   - To turn on or turn off data service, change the **Data Services** field.
   - To turn on or turn off data service when roaming, change the **While Roaming** field.
   - To receive a prompt when roaming that allows you to turn on or turn off data service, change the **While Roaming** field to **Prompt**.
4. Press the **Menu** key.
5. Click **Save**.

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Wireless networks that your device connects to

For more information about the wireless networks that your BlackBerry® device connects to, see the *Safety and Product Information* booklet for your device.

BlackBerry device	Networks
BlackBerry® Curve™ 8980 smartphone	• GSM® (including GPRS, EDGE) • Wi-Fi®

LED notification for network connections

Mobile network

Green:
Your BlackBerry® device is connected to the wireless network.

White:
Your connection to the wireless network is turned on, but your device is not connected to the network or you are in a wireless coverage area in which you can only call emergency numbers.

Red:
Your connection to the wireless network is turned off.

Wi-Fi network (if supported)

Green:
Your device is accessing BlackBerry services (for example, UMA, if supported, or email service) over a Wi-Fi® connection.

White:
Your connection to the Wi-Fi network is turned on, but your device does not have access to BlackBerry services (for example, UMA, if supported, or email service) over a Wi-Fi connection.

Red:
Your connection to the Wi-Fi network is turned off.

Bluetooth

Green:
Your device is connected to another Bluetooth® enabled device.

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White:
Bluetooth technology is turned on, but your device is not connected to another Bluetooth enabled device.

Red:
Bluetooth technology is turned off.

Turn on LED notification for wireless coverage

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Set the **LED Coverage Indicator** field to **On**.
4. Press the **Menu** key.
5. Click **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.

To turn off wireless coverage notification, set the **LED Coverage Indicator** field to **Off**.

Check the status of network connections and services

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Services Status**.

Roaming

About roaming and international roaming

In most cases, your BlackBerry® device automatically connects to the appropriate wireless network when you travel outside your wireless service provider's coverage area. Sometimes you might have to provide login information before you can access a wireless network. When you roam, a triangular roaming indicator appears at the top of the Home screen.

If your device requires a SIM card, your wireless service provider might need to set up your SIM card with roaming services before you can roam.

If your device normally connects to a CDMA network and your device supports international roaming, you might need to get a SIM card that is set up for international roaming from your wireless service provider. Your phone number stays the same when you travel internationally.

For more information about roaming and roaming fees, contact your wireless service provider.

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Switch wireless networks manually

To perform this task, your wireless service plan must include this service and your BlackBerry® device must be connected to a GSM® or UMTS® network.

Your device is designed to switch to an appropriate wireless network automatically when you travel.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Change the **Network Selection Mode** field to **Manual**.
4. Click **Scan for Available Networks**.
5. Click a wireless network.
6. Click **Select Network**.
7. Press the **Menu** key.
8. Click **Save**.

To connect to your wireless service provider's wireless network again, change the **Network Selection Mode** field to **Automatic**.

About wireless coverage indicators

Indicators in the top right-hand corner of the Home screen display the wireless coverage level for the area in which you are using your BlackBerry® device. For more information about wireless coverage areas, contact your wireless service provider.

The indicator that displays five ascending bars provides information about the strength of the wireless signal. Three or more bars indicates a strong signal. A reduced signal display might indicate increased power output from your device as it attempts to connect to a weak signal.

If the wireless coverage indicators display anything other than 1XEV, 1X, 3G , EDGE, GPRS, NXTL, MIKE, or NTWK, you might be in an area of reduced wireless coverage where features such as email messaging and internet browsing are not available (you might only be able to make a phone call or send and receive SMS text messages). If the SOS wireless coverage indicator appears, you can only call emergency numbers. If the X indicator appears, you are in an area of no wireless coverage.

If your device includes Wi-Fi® support, a dimmed Wi-Fi logo with a network name displayed at the top of the screen indicates that your device is connected to a Wi-Fi network but does not have access to BlackBerry services such as email messaging and internet browsing over the Wi-Fi connection.

Preferred wireless network list

About the preferred wireless network list

Your wireless service provider might have agreements with other wireless service providers that permit you to use their services when you are traveling. You can use the preferred wireless network list to control the order in which your BlackBerry® device uses these other wireless networks.

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Your device tries to connect to a wireless network based on the order in which the wireless networks appear in your preferred wireless network list. When you travel, your device scans for the wireless networks on this list first. If no wireless network on the list is available, your device is designed to connect to another available wireless network automatically.

Note: Extra fees usually apply when you roam. For more information about roaming fees, contact your wireless service provider.

Add a wireless network to the preferred wireless network list

To perform this task, your BlackBerry® device must be connected to a GSM® or UMTS® network.

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Press the **Menu** key.
4. Click **My Preferred Network List**.
5. Press the **Menu** key.
6. Click **Add Network**.
7. Perform one of the following actions:
   - To scan for a wireless network to add, click **Select From Available Networks**. Click a wireless network. Click **Select Network**.
   - To scan for a wireless network that is already known to your device, click **Select From Known Networks**. Click a wireless network. Click **Select Network**.
   - To add a wireless network, click **Manual Entry**. Set the priority for the wireless network. Type the MCC and MNC.
8. Press the **Menu** key.
9. Click **Save**.

Delete a wireless network from the preferred wireless network list

To perform this task, your BlackBerry® device must be connected to a GSM® or UMTS® network.

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Press the **Menu** key.
4. Click **My Preferred Network List**.
5. Highlight a wireless network.
6. Press the **Menu** key.
7. Click **Delete**.
8. Press the **Menu** key.
9. Click **Save**.

Change the order of preferred wireless networks

To perform this task, your BlackBerry® device must be connected to a GSM® or UMTS® network.

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Depending on your wireless service plan, this feature might not be supported. Your BlackBerry device connects to networks based on the order that they appear in the preferred network list.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Mobile Network Options**.
3. Press the **Menu** key.
4. Click **My Preferred Network List**.
5. Highlight a wireless network.
6. Press the **Menu** key.
7. Click **Move**.
8. Click the new location.
9. Press the **Menu** key.
10. Click **Save**.

Troubleshooting: Wireless network coverage

I cannot connect to a wireless network

Depending on your BlackBerry® device model and wireless network, this feature might not be supported.

Try performing the following actions:

- If your BlackBerry® device uses a SIM card, verify that your SIM card is inserted in your device correctly.
- If your device normally connects to a CDMA network and your device supports international roaming, verify that your device is in global roaming mode and that your SIM card is inserted in your device correctly.
- Verify that you have turned on the connection to the wireless network.
- Verify that you are connected to your wireless service provider's network. If you switched wireless networks manually, your device remains connected to that wireless network until you select your wireless service provider's network again.
- If you have set a specific speed for wireless network connections, verify that you are in a wireless coverage area that supports the connection speed.
- If you have a Wi-Fi® enabled device and your wireless service provider supports UMA, verify that your connection preference is not set to Wi-Fi Only.

Related topics

Turn off the connection to the wireless network, 307
Switch wireless networks manually, 309

I cannot synchronize a certificate

Verify that the certificate synchronization tool of the BlackBerry® Desktop Manager is installed on your computer. If the certificate synchronization tool is not installed on your computer, re-install the BlackBerry® Desktop Software. For more information about installing the BlackBerry Desktop Software, see the printed documentation that came with your BlackBerry device.

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Wi-Fi technology

Depending on your BlackBerry® device model, the Wi-Fi® feature might not be supported.

About connecting to a Wi-Fi network

If you are in a Wi-Fi® coverage area and your wireless service plan supports it, you can connect to a Wi-Fi network so that your BlackBerry® device uses the Wi-Fi network instead of the mobile network to send and receive email messages, visit web pages, and so on.

You can connect to Wi-Fi networks at home or at work, or to hotspots available in public places, such as libraries, airports, hotels, coffee shops, and so on. Your wireless service provider might provide an application for your device that allows you to log in to a hotspot. If you do not have an application on your device, you might have to set up your own account online and log in manually.

If you have a wireless access point or router that uses Wi-Fi Protected Setup™, you can connect to a Wi-Fi network using the Push Button Setup method or PIN method.

You can save the connection information for a Wi-Fi network in a profile, so that the next time you are within range of that network, your device connects to it automatically. You can also change the profile so that you are prompted to connect manually. When your device is connected to a Wi-Fi network, the Wi-Fi profile name appears at the top of the Home screen.

Turn on Wi-Fi technology

1. On the Home screen, click the **Manage Connections** icon.
2. Select the **Wi-Fi** check box.

To turn off Wi-Fi® technology, clear the **Wi-Fi** check box.

Connect to a Wi-Fi network

By default, new Wi-Fi® profiles appear at the bottom of your Wi-Fi profile list.

If your email account uses a BlackBerry® Enterprise Server, your organization might prevent you from connecting to a Wi-Fi network.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi Network**.
3. Do one of the following:
   - Click **Scan for Networks**. Click a network.
   - Click **Manually Add Network**. Type the network name. Click **Add**.
4. Complete the instructions on the screen.

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5. When you are prompted to save a profile for the Wi-Fi network, click **Next** so that your BlackBerry device connects to the Wi-Fi network automatically next time.
6. On the **Wi-Fi Setup Complete** screen, do any of the following:
   - To change the order of your Wi-Fi profiles, click **Prioritize Wi-Fi Profiles**.
   - To complete the Wi-Fi connection setup, click **Finish**.

To change your Wi-Fi network options later, on the Home screen, click the **Manage Connections** icon. Click **Wi-Fi Options**.

Connect to a Wi-Fi network using the Push Button Setup method

If you are using a wireless access point or router that is enabled with Wi-Fi Protected Setup™, you can connect to the Wi-Fi® network using the Push Button Setup method.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi Network**.
3. Click **Push Button Setup**.
4. Click **Next**.
5. On your access point or router, press the Wi-Fi Protected Setup button or click the option for Wi-Fi Protected Setup that appears on the access point administration web page or screen.
6. On your BlackBerry® device, click **Done**.
7. When you are prompted to save a profile for the Wi-Fi network, click **Next** so that your device connects to the Wi-Fi network automatically next time.
8. Click **Next**.
9. On the Wi-Fi Setup Complete screen, perform any of the following actions:
   - To change the order of your Wi-Fi profiles, click **Prioritize Wi-Fi Profiles**.
   - To complete the Wi-Fi connection setup, click **Finish**.

To change your Wi-Fi network options later, on the Home screen, click the **Manage Connections** icon. Click **Wi-Fi Options**.

Connect to a Wi-Fi network using the PIN method

If you are using a wireless access point or router that is enabled with Wi-Fi Protected Setup™, you can connect to the Wi-Fi® network using the PIN method.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi Network**.
3. Click **Scan for Networks**.
4. Click the access point or router that is enabled with Wi-Fi Protected Setup.
5. In the dialog box that appears, click **Next**. Your BlackBerry® device creates and displays a PIN.
6. On your access point or router administration screen, type the PIN.
7. When you are prompted to save a profile for the Wi-Fi network, click **Next** so that your device connects to the Wi-Fi network automatically next time.

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8. Click **Next**.
9. On the Wi-Fi Setup Complete screen, perform any of the following actions:
   - To change the order of your Wi-Fi profiles, click **Prioritize Wi-Fi Profiles**.
   - To complete the Wi-Fi connection setup, click **Finish**.

To change your Wi-Fi network options later, on the Home screen, click the **Manage Connections** icon. Click **Wi-Fi Options**.

About Wi-Fi profiles

When you connect to a Wi-Fi® network, you can save the connection information in a Wi-Fi profile so that your BlackBerry® device connects to the Wi-Fi network automatically next time.

The Connection Mode option in a Wi-Fi profile allows you to set whether you want your device to connect to the Wi-Fi network automatically or to prompt you to connect manually when you are within range of that network.

Your device tries to connect to Wi-Fi networks based on the order in which they appear in your Wi-Fi profile list.

When your device is connected to a Wi-Fi network, the Wi-Fi profile name appears at the top of the Home screen.

Change the order of Wi-Fi profiles

Your BlackBerry® device tries to connect to Wi-Fi® networks based on the order in which they appear in your Wi-Fi profile list.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Wi-Fi Options**.
3. Highlight a Wi-Fi profile.
4. Press the **Menu** key.
5. Click **Move**.
6. Click the new location.

Delete a Wi-Fi profile

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Wi-Fi Options**.
3. Highlight a Wi-Fi® profile.
4. Press the **Menu** key.
5. Click **Delete**.

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Prevent your device from connecting to a Wi-Fi network

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Wi-Fi Options**.
3. Highlight a Wi-Fi® profile.
4. Press the **Menu** key.
5. Click **Disable**.

To allow your BlackBerry® device to connect to the Wi-Fi network again, highlight the Wi-Fi® profile and press the **Menu** key. Click **Enable**.

Turn off the prompt that appears for hotspots and Wi-Fi networks that you connect to manually

If a known hotspot requires you to log in manually or if you have saved a Wi-Fi® profile with the Connection Mode option set to Manual, you can turn off the prompt that appears when one of those networks becomes available. If you turn off the prompt, a red star still appears beside the Wi-Fi indicator at the top of the Home screen when you are within range.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Wi-Fi Options**.
3. Clear the **Prompt me when Manual connection or login is required** check box.

Advanced Wi-Fi connection settings

Change a Wi-Fi profile

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Wi-Fi Options**.
3. Highlight a Wi-Fi® profile.
4. Press the **Menu** key.
5. Click **Edit**.
6. Change the Wi-Fi profile options.
7. Press the **Menu** key.
8. Click **Save**.

Connection options for Wi-Fi profiles

Name:

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Type a name for the Wi-Fi® profile.

SSID:
Type the Wi-Fi network name.

Band type:
Set the Wi-Fi network type. If you do not know the network type, do not change this field.

Connection Mode (Automatic):
Set whether your BlackBerry® device automatically connects to the Wi-Fi network when it is available.

Connection Mode (Manual):
Set whether you want to be notified each time that the Wi-Fi network becomes available.

Allow inter-access point handover:
Set whether your device remains connected to the Wi-Fi network when you move between wireless access points.

VPN:
If necessary, set a VPN profile to use with the Wi-Fi profile.

Security options for Wi-Fi profiles

Security Type:
Set the security type that the Wi-Fi® network supports.

Select WEP key:
Set the type of WEP key for the Wi-Fi network.

WEP key:
Type the WEP key for the Wi-Fi network in hexadecimal format.

Pre-Shared Key:
Type the WPA™ Personal pass phrase for the Wi-Fi network.

User name:
If necessary, type the user name that you use to connect to the Wi-Fi network.

User password:
If necessary, type the user password that you use to connect to the Wi-Fi network.

CA certificate:
Set the root certificate that your BlackBerry® device should use to verify that it is connecting to the correct Wi-Fi network.

Client certificate:
Set the authentication certificate that your device should use to connect to the Wi-Fi network.

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Inner link security:
If necessary, set the security protocol that the Wi-Fi network supports for its inner authentication method.

Use hard token:
Set whether you use a hardware token to connect to the Wi-Fi network.

Token serial number:
If you use a software token to connect to the Wi-Fi network, set the token serial number.

Server subject for certificate validation:
If necessary, type the server subject name that your device should use to verify that it is connecting to the correct Wi-Fi network.

Server SAN for certificate validation:
If necessary, type the server SAN that your device should use to verify that it is connecting to the correct Wi-Fi network.

IMSI:
If your SIM card has more than one IMSI, set the IMSI that you use to connect to the Wi-Fi network.

Wi-Fi profile IP and DNS options

Automatically obtain IP address and DNS:
Set whether your BlackBerry® device receives a routable IP address, a subnet mask, DNS settings, and a gateway address from the Wi-Fi® network.

IP Address:
Type the IP address for your device.

Subnet mask:
Type the subnet mask for the wireless access point to which your device should connect.

Primary DNS:
Type the primary DNS to which your device should connect.

Secondary DNS:
Type the secondary DNS to which your device should connect.

Default gateway address:
Type the default gateway IP address to which your device should connect.

Domain suffix:
Type the domain that your device uses to resolve host names into IP addresses.

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Set your device to connect to a specific Wi-Fi network

By default, your BlackBerry® device regularly scans for Wi-Fi® networks and automatically connects to the network that has the highest priority in the Saved Wi-Fi Profiles list. You can choose to scan for and connect to only one of your saved Wi-Fi networks.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Wi-Fi Options**.
3. Select the **Enable single-profile scanning** check box.
4. Click a Wi-Fi profile.
5. Press the **Menu** key.
6. Click **Save**.

To switch Wi-Fi networks automatically when you move between Wi-Fi coverage areas, clear the **Enable single-profile scanning** check box. Your device tries to connect to Wi-Fi networks based on the order in which they appear in your Wi-Fi profile list.

Install a root certificate on your computer

Depending on the Wi-Fi® network that you want to connect to, you might need to install the root certificate for the certificate authority server that created the certificate for the authentication server. For more information, contact your administrator.

1. Download the root certificate from the certificate authority server to your computer.
2. On your computer, right-click the root certificate. Click **Install certificate**.
3. Click **Next**.
4. Click **Place all certificates in the following store**.
5. Click **Browse**.
6. Click **Trusted Root Certification Authorities**.
7. Click **OK**.
8. Click **Finish**.
9. In the Security Warning dialog box, click **Yes**.

If the root certificate contains multiple certificates, all the certificates are installed on your computer.

To install the root certificate on your BlackBerry® device, use the certificate synchronization tool of the BlackBerry® Desktop Manager to synchronize the root certificate between your device and your computer.

UMA connection settings

Depending on your wireless service provider, you might be able to make calls, send and receive email, PIN, SMS text, and MMS messages, and visit web pages using UMA. Your device must be connected to a Wi-Fi® network to use UMA. For more information, contact your wireless service provider.

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About using UMA with a Wi-Fi network

If your wireless service provider supports UMA (also known as GAN) and you subscribe to this service, you might be able to make calls, visit web pages, and send and receive email messages, PIN messages, and text messages with a Wi-Fi® network. Your BlackBerry® device automatically switches between using your mobile network and Wi-Fi networks, depending on what is available in the area where you are using your device. For more information about UMA, contact your wireless service provider.

Change your preferred network type

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Network**.
3. Change the **Connection Preference** field.
4. Press the **Menu** key.
5. Click **Save**.

Wi-Fi technology troubleshooting

I cannot connect to a Wi-Fi network

Depending on your BlackBerry® device model, the Wi-Fi® feature might not be supported.

Try performing the following actions:

- Verify that you have turned on the connection to the Wi-Fi network.
- Verify that you are in a Wi-Fi coverage area.
- If the Wi-Fi network does not appear in the Wi-Fi setup application and you know the network name, connect to the Wi-Fi network manually.
- Verify that the connection options in the Wi-Fi setup application are correct. If you have already verified these options, verify that the advanced connection options for the Wi-Fi network are correct.
- If you switched Wi-Fi networks manually, switch to another Wi-Fi network or set your BlackBerry device to scan for available Wi-Fi networks.
- If your wireless service provider supports UMA, verify that your connection preference is not set to Mobile Network Only.
- If your device is associated with an email account that uses a BlackBerry® Enterprise Server, your organization might prevent the Hotspot browser from appearing or might restrict you from using the Hotspot browser to browse web pages.
- If you are using the Push Button Setup method, verify that the network access point is enabled with Wi-Fi Protected Setup™, and that it has been set to send its profile. Verify that another device is not also attempting to connect at the same time, and that not more than one network access point within range is in this mode.
- If you use PEAP, EAP-TLS, EAP-FAST, EAP-TTLS, or EAP-SIM to connect to a Wi-Fi network, verify that you have installed the root certificate for the certificate authority server that created the certificate for the authentication server.
- If you use EAP-TLS to connect to a Wi-Fi network, verify that you have added your authentication certificate to your device.

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Power, battery, and memory

Turn off your device

Depending on your theme, the location or name of the Power Off icon might differ from the location or name in this task.

- If you have not set your BlackBerry® device to turn on and turn off automatically at specific times, press and hold the **Power** key or **Power/Lock** key on the top left of your device.
- If you have set your device to turn on and turn off automatically at specific times, on the Home screen or in a folder, click the **Power Off** icon. If you want your device to stay turned off until you turn it on again, click **Full Power Off**. If you want your device to turn on again at the specified time or for alarm or calendar reminders, click **Turn Off**.

Set your device to turn on and turn off automatically

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Auto On/Off**.
3. Set the **Weekday** field to **Enabled**.
4. Specify the times when the BlackBerry® device should turn on and off on weekdays.
5. Set the **Weekend** field to **Enabled**.
6. Specify the times when the device should turn on and off on weekends.
7. Press the **Menu** key.
8. Click **Save**.

Reset the device

Remove and reinsert the battery.

Check the battery power level

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Status**.

Extend battery life

Try performing the following actions:

- Set your BlackBerry® device to turn on and turn off automatically.

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- Charge your device regularly.
- Keep your battery connections clean. Every few months, use a cotton swab or dry cloth to clean the metal contacts on the battery and the device.
- Set backlighting to remain on for a shorter period of time and lower its brightness.
- Turn off the connection to a wireless network when you are not in a wireless coverage area.
- Switch your vibrating notifications to sound notifications or LED notifications, lower the volume of your sound notifications, or select a shorter ring tone.
- Delete the original message when you send a reply.
- Send a message to multiple contacts using Add To, Add Cc, or Add Bcc.
- If your device has a camera flash, turn off the flash.
- Close third-party applications from the application menu when you are finished with them.
- Change your browser options for animated graphics so that they repeat less often on web pages.

Related topics

Delete the original text from a reply message, 56
Blind carbon copy a contact, 50
Set the brightness of the backlighting, 259
Turn off the connection to the wireless network, 307

Format the device memory or a media card

If you format the BlackBerry® device memory or a media card, all the files in the device memory or on the media card are deleted.

Depending on your device model, you might not be able to format your device memory.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.
3. Press the **Menu** key.
4. Click **Format**.
5. Complete the instructions on the screen.

View the amount of available memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Memory**.

Best practice: Conserving memory on your device

Try to maintain at least 400 KB of application memory on your BlackBerry® device. To use less memory, try changing options for email messages, calendar entries, and media files. Consider the following guidelines:

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- Reduce the amount of time that your device stores email messages and calendar entries.
- Stop forwarding email messages to your device when your device is connected to your computer.
- Receive only the first section of long email messages.
- Store media files on a media card.
- Reduce the maximum amount of device memory available for media files. Depending on your device model, this option might not be available.
- If you changed the picture quality for pictures that you take, change the picture quality setting to normal.
- Reduce the picture quality in the browser.

Related topics

View the amount of available memory, 328
Set how long your device stores messages, 74
Change how long your device stores calendar entries, 230
Receive only the first section of long email messages, 64

The application memory on my device is low

When the application memory available on your BlackBerry® device is low, your device displays a dialog box that lists applications and languages that you do not use frequently. You can delete applications and languages in this list.

Consider the following guidelines:

- Verify that you have deleted old email messages and MMS messages, especially messages with attachments.
- Verify that you have deleted contacts that are already in your organization's address book.
- Verify that you have deleted media files from the device memory.
- If you recently updated your BlackBerry® Device Software over the wireless network, verify that you have deleted the previous version of the BlackBerry Device Software.
- Verify that you have cleared the browser cache.

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SIM card

Depending on your wireless service provider and wireless network, your BlackBerry® device might not use a SIM card.

About the SIM card phone book

If your wireless service provider has set up your SIM card with a SIM card phone book, you can use the SIM card phone book to access contacts that you have added to your SIM card. The SIM card phone book is different from the contact list on your BlackBerry® device. If you switch SIM cards, the contacts in the SIM card phone book change.

You can add ADN entries to your SIM card phone book. You can also search for ADN entries or SDN entries. ADN entries appear in plain text and SDN entries appear in bold.

Add a contact to your SIM card

1. In the contact list, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Press the **Menu** key.
4. Click **New**.
5. Type the contact information.
6. Press the **Menu** key.
7. Click **Save**.

Copy contacts from your SIM card to your contact list

Depending on your wireless service provider and wireless network, this feature might not be supported.

1. In the contact list, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Press the **Menu** key.
4. Click **Copy All To Contacts**.

Note: If you try to copy a SIM card contact with a phone number that matches the phone number of a contact that already appears in your contact list, your BlackBerry device does not copy the SIM card contact.

Copy a contact from your contact list to your SIM card

1. In the contact list, click a contact.

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2. Highlight a phone number.
3. Press the **Menu** key.
4. Click **Copy to SIM Phone Book**.
5. Press the **Menu** key.
6. Click **Save**.

Change a SIM card contact

1. In the contact list, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Highlight a contact.
4. Press the **Menu** key.
5. Click **Edit**.
6. Change the contact information.
7. Press the **Menu** key.
8. Click **Save**.

Delete a SIM card contact

1. In the contact list, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Highlight a contact.
4. Press the **Menu** key.
5. Click **Delete**.

Store SMS text messages on your SIM card

Depending on your wireless service provider and wireless network, this feature might not be supported.

If your BlackBerry® device uses a SIM card and you set your SIM card to store SMS text messages, your SMS text messages still appear in the messages application.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **SMS Text**.
3. Set the **Leave Messages On SIM Card** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

To stop storing SMS text messages on your SIM card, set the **Leave Messages On SIM Card** field to **No**. If you set this field to No, your SMS text messages are deleted from your SIM card.

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About SIM card security

You can protect your SIM card with a PIN code to add another level of security to your BlackBerry® device. If you lock your SIM card with a PIN code, other people cannot use their SIM card in your device. Before you can use your SIM card in another device, you must type the PIN code.

Protect your SIM card with a PIN code

To obtain your SIM card PIN code, contact your wireless service provider.

Note: If you type the SIM card PIN code incorrectly three times, your SIM card does not function.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **SIM Card**.
4. Press the **Menu** key.
5. Click **Enable Security**.
6. Type your SIM card PIN code.
7. Press the **Enter** key.

Change the SIM card PIN code

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **SIM Card**.
4. Press the **Menu** key.
5. Click **Change PIN2 Code**.

Change the display name for a phone number

If your SIM card supports more than one phone number, you can personalize the display name for your phone numbers.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **SIM Card**.
4. Highlight a phone number.
5. Press the **Menu** key.
6. Click **Edit SIM Phone Number**.
7. Type a display name for the phone number.
8. Press the **Enter** key.

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Security

Security basics

About the device password

If you type your BlackBerry® device password incorrectly, you might be prompted to type **blackberry** before you can continue. When you try to type your password again, the characters that you type appear on the screen.

If you exceed the number of allowed password attempts, your device deletes all your device data for security reasons.

Set a device password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Set the **Password** field to **Enabled**.
4. Click **Set Password**.
5. Type a password.
6. Press the **Menu** key.
7. Click **Save**.

To turn off the BlackBerry® device password, set the **Password** field to **Disabled**.

Change the device password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Click **Change Password**.

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Lock your device

To perform this task, you must have set a password for your BlackBerry® device.

On the Home screen or in a folder, click the **Password Lock** icon.

To unlock your device, type your device password. Press the **Enter** key.

Lock your device when you insert it in the holster

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Change the **Lock Handheld Upon Holstering** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Lock the keyboard

If you are not on a call, you can lock the keyboard to avoid pressing keys accidentally when you are not using your BlackBerry® device. If your email account uses a BlackBerry® Enterprise Server, depending on the options that your administrator sets, you might not be able to perform this task. For more information, contact your administrator.

Press the **Lock** key on the top of your device.

To unlock the keyboard, press the **Lock** key again.

Set a limit for device password attempts

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Set the **Number of Password Attempts** field.
4. Press the **Menu** key.
5. Click **Save**.

Delete device data, third-party applications, or media card files

Before you delete your BlackBerry® device data or media card files, consider backing up these items so that you have a copy on your computer.
CAUTION: If you have turned on encryption, the process for deleting all device data can take up to an hour to complete. You cannot stop the process after you start it. If you reset your device, the process restarts after the device restarts.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Security Wipe**.
4. Perform any of the following actions:
   - To delete data from the messages application, contacts application, and other applications, select the **Emails, Contacts, Etc** check box.

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- To delete all third-party applications that you have added, select the **User Installed Applications** check box.
- To delete all files from your media card, select the **Media Card** check box.

5. Type **blackberry**.
6. Click **Wipe**.

If you are preparing your device for resale and you have an email account that uses the BlackBerry® Internet Service, to prevent messages from this account from being sent to your device, contact your wireless service provider to disassociate the account from your device.

Password keeper

About the password keeper

Use the password keeper to store all your passwords in one place. The password keeper is designed to protect your passwords with a password keeper password. When you type this password, the password keeper decrypts your passwords.

You can also use the password keeper to generate random passwords that contain numbers, letters, and symbols.

Add a password to the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **New**.
4. Type the password information.
5. Press the **Menu** key.
6. Click **Save**.

Generate a random password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **New**.
4. Press the **Menu** key.
5. Click **Random Password**.
6. Type the password information.
7. Press the **Menu** key.
8. Click **Save**.

Set criteria for randomly generated passwords

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.

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3. Click **Options**.
4. Set the random password fields.
5. Press the **Menu** key.
6. Click **Save**.

View a password in the password keeper

In the password keeper, click a password.

Change a password in the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the **Menu** key.
4. Click **Open**.
5. Change the password information.
6. Press the **Menu** key.
7. Click **Save**.

Hide passwords in the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Show Password** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To show passwords in the password keeper again, set the **Show Password** field to **Yes**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

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Delete a password from the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the **Menu** key.
4. Click **Delete**.

Change the password keeper password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Change Password**.

Copy a password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the **Menu** key.
4. Click **Copy Username** or **Copy Password**.

To clear the clipboard, press the **Menu** key. Click **Clear Clipboard**.
Note: Passwords are not encrypted when they are on the clipboard.

Prevent password copying

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Allow Clipboard Copy** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Set a limit for password attempts in the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Password Attempts** field.
5. Press the **Menu** key.
6. Click **Save**.

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Encryption

About encrypting data in the device memory

When encryption for the device memory is turned on, your BlackBerry® device uses a private key to encrypt data as it is stored on your device, including data that your device receives when it is locked. Your device decrypts data as you access it.

You can set encryption to include or exclude your contacts. If you turn on encryption for contacts and you receive a call when your device is locked, the caller name does not appear on the screen.

If you use a smart card certificate for authentication, depending on the smart card, you might also be able to use one of your smart card certificates to provide two-factor encryption. In order to access the encrypted content, you must provide your device password and also connect your device to your smart card reader.

When you lock your device, an open lock indicator appears at the top of the screen to indicate that your device is in the process of securing your data, which includes deleting a copy of the private key from the temporary device memory. A lock indicator appears at the top of the screen when your device has deleted the key.

About file encryption

File encryption is designed to protect files that you store in the BlackBerry® device memory and on a media card that can be inserted in your device. You can encrypt the files in the device memory and on your media card using an encryption key that your device generates, your device password, or both.

If you encrypt the files using an encryption key that your device generates, you can only access the files on your media card when the media card is inserted in your device. If you encrypt the files using your device password, you can access the files on your media card in any device that you insert your media card into, as long as you know the password for the device.

Turn on encryption

To encrypt data in the device memory, you must have set a password for your BlackBerry® device.

Depending on the amount of memory available for storing files in the device memory, you might not be able to encrypt files in the device memory.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Encryption**.
4. Change the **Encryption** field to **Enabled**.
5. To encrypt data in the device memory, set the **Device Memory** field to **Enabled**.
6. To encrypt files stored on a media card and on your device, set the **Media Card** field to **Enabled** and perform one of the following actions:
   - To encrypt files using an encryption key that your device generates, change the **Mode** field to **Device**.
   - To encrypt files using your device password, change the **Mode** field to **Security Password**.

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- To encrypt files using an encryption key and your device password, change the **Mode** field to **Security Password & Device**.

7. To also encrypt media files such as pictures, songs, and videos, set the **Include Media Files** field to **Yes**.
8. Press the **Menu** key.
9. Click **Save**.

To stop encrypting data in the device memory, change the **Device Memory** field to **Disabled**. To stop encrypting files, change the **Media Card** field to **Disabled**.

Related topics

Set a device password, 333

Set encryption strength

If encryption of data in the device memory is turned on, you can set the strength of the encryption that your BlackBerry® device uses to protect data that you receive when your device is locked.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Encryption**.
4. Set the **Strength** field.
5. Press the **Menu** key.
6. Click **Save**.

Use a certificate to encrypt the encryption keys on your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

If you have encryption for data in the BlackBerry device memory turned on and your smart card reader supports this feature, you might be able to use a certificate from the smart card to encrypt the encryption keys on your device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Encryption**.
4. Change the **Two-Factor Protection** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

About encryption keys

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server or BlackBerry® Desktop Redirector, your device is designed to use an encryption key to protect data as it travels between the BlackBerry Enterprise Server or BlackBerry Desktop Redirector and your device.

You should generate a new encryption key every 2 weeks.

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Generate an encryption key

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

If your BlackBerry device is associated with an email account that uses a BlackBerry Enterprise Server that does not support this feature, you can generate an encryption key using the BlackBerry® Desktop Manager, if it includes the email settings tool. For more information, see the online help that is available in the BlackBerry Desktop Manager.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Information**.
4. Highlight a service.
5. Press the **Menu** key.
6. Click **Regenerate Encryption Key**.

Memory cleaning

About memory cleaning

Memory cleaning is designed to delete sensitive data from the temporary memory on your BlackBerry® device. Examples of sensitive data include sensitive data in the cache for the key store browser, unencrypted data from email messages, LDAP authentication passwords, and data from certificate and key searches.

When memory cleaning is turned on, the memory cleaning application is designed to delete sensitive data automatically in the following situations:

- when you insert your device in a holster
- when you do not use your device for a specified period of time
- when you synchronize with your computer
- when you change the time or the time zone for your device
- when you lock your device

Turn on memory cleaning

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Memory Cleaning**.
5. Change the **Status** field to **Enabled**.
6. Press the **Menu** key.
7. Click **Save**.

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Change when your device deletes sensitive data from the temporary device memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Memory Cleaning**.
5. Perform any of the following actions:
   - To prevent your BlackBerry® device from deleting sensitive data when you insert your device in a holster, change the **Clean When Holstered** field to **No**.
   - To prevent your device from deleting sensitive data when your device remains idle for a specified period of time, change the **Clean When Idle** field to **No**.
   - To change how long your device waits after you stop using it before it deletes sensitive data, change the **Idle Timeout** field.
6. Press the **Menu** key.
7. Click **Save**.

Delete sensitive application data from the temporary device memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Memory Cleaning**.
5. In the **Registered Cleaners** section, click an application.
6. Perform one of the following actions:
   - To delete sensitive data for the highlighted application, click **Clean <*Application*>**. Click **OK**.
   - To delete sensitive data for all applications, click **Clean Now**.

View the icon for the memory cleaning application on the Home screen

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Memory Cleaning**.
5. Change the **Show Icon on Home Screen** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

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Certificates

Certificate basics

Download a certificate from an LDAP or DSML certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Press the **Menu** key.
6. Click **Fetch Certificates**.
7. Specify the search criteria.
8. Press the **Menu** key.
9. Click **Search**.
10. Click a certificate.
11. Click **Add Certificate to Key Store**.

About certificate authority profiles

If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can download certificates over the wireless network from a certificate authority profile provided by your administrator. Depending on your organization, enrollment for a certificate might be required and might also occur automatically.

When you enroll with a certificate authority profile, the latest certificate is downloaded to your BlackBerry device and added to your certificate list. The certificate authority profiles shows the status of the certificate. If the certificate is scheduled to expire soon you can re-enroll with the certificate authority profile to receive an updated certificate.

Download a certificate from a certificate authority

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

If your administrator has provided you with a certificate authority profile, you can enroll with the profile to download a certificate to your BlackBerry device. If the certificate is scheduled to expire soon you can re-enroll to receive an updated certificate.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificate Authority Profile**.
5. Click **Enroll** or **Re-enroll**.

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6. If necessary, type the credentials that you use to connect to your organization's network.

To hide the screen for the certificate authority profile while the request is being processed, press the **Menu** key. Click **Hide**. To return to this screen, on the Home screen, click the **Certificate Authority Profile** icon.

Import a certificate or PGP key from the device memory

1. On the Home screen or in a folder, click the **Media** icon or the **Files** icon.
2. Navigate to a certificate or PGP® key.
3. Highlight the certificate or PGP key.
4. Press the **Menu** key.
5. Click **Import Certificate** or **Import PGP Key**.

To view the certificate or PGP key, press the **Menu** key. Click **Display Certificate** or **Display PGP Key**.

Import a certificate or PGP key from a media card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates** or **PGP Keys**.
5. Press the **Menu** key.
6. Click **Show Media Card Certificates** or **Show Media Card PGP Keys**.

To view the certificate or PGP® key, press the **Menu** key. Click **Display Certificate** or **Display PGP Key**.

View properties for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Click a certificate.

Certificate properties

Revocation Status:
This field displays the revocation status of the certificate at a specified date and time.

Trust Status:
This field displays the trust status of the certificate chain. A certificate can be explicitly trusted (the certificate itself is trusted), implicitly trusted (the root certificate in the certificate chain is trusted on your BlackBerry® device), or not trusted (the certificate is not explicitly trusted and the root certificate in the certificate chain is not trusted or does not exist on your device).

Expiration Date:

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This field displays the date that the certificate issuer specified as the expiration date of the certificate.

Certificate Type:
This field displays the certificate format. Your device supports X.509 and WTLS certificate formats.

Public Key Type:
This field displays the standard to which the public key complies. Your device supports RSA®, DSA, Diffie-Hellman, and ECC keys.

Subject:
This field displays information about the certificate subject.

Issuer:
This field displays information about the certificate issuer.

Serial Number:
This field displays the certificate serial number in hexadecimal format.

Key Usage:
This field displays approved uses of the public key.

Subject Alt Name:
This field displays an alternate email address for the certificate subject, if an alternate email address is available.

SHA1 Thumbprint:
This field displays the SHA-1 digital thumbprint of the certificate.

MD5 Thumbprint:
This field displays the MD5 digital thumbprint of the certificate.

View one type of certificate in the certificate list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Press the **Menu** key.
6. Click one of the following menu items:
   - **Show My Certs**
   - **Show Others Certs**
   - **Show CA Certs**
   - **Show Root Certs**

To view all the certificates on your BlackBerry® device, press the **Menu** key. Click **Show All Certs**.

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Send a certificate

When you send a certificate, your BlackBerry® device sends the public key, but does not send the corresponding private key.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Send via Email** or **Send via PIN**.

Delete a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Delete**.

View the certificate chain for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Show Chain**.

Certificate status

Status indicators for certificates and certificate authority profiles

Status indicators for certificates

:

The certificate has a corresponding private key that is stored on your BlackBerry® device or a smart card.

:

The certificate chain is trusted and valid, and the revocation status of the certificate chain is good.

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:
The revocation status of the certificate chain is unknown, or a public key for a certificate in the certificate chain is weak.

:
The certificate is untrusted or revoked, or a certificate in the certificate chain is untrusted, revoked, expired, not valid, or cannot be verified.

Status indicators for certificate authority profiles

:
A valid certificate is associated with the certificate authority profile.

:
A new certificate is being fetched because the current certificate is scheduled to expire soon.

:
The enrollment request is pending approval from the certificate authority.

:
Enrollment with the certificate authority profile is pending because an action from the user is required to continue, or because enrollment is scheduled to occur later.

:
Enrollment with the certificate authority profile is required and will occur automatically.

Check the revocation status of a certificate or certificate chain

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Fetch Status** or **Fetch Chain Status**.

Change the trust status of a certificate

Depending on the types of certificates that your administrator allows, you might not be able to trust some types of certificates.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.

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7. Click **Trust** or **Distrust**.
8. If you are trusting a certificate, perform one of the following actions:
   - To trust the highlighted certificate, click **Selected Certificate**.
   - To trust the highlighted certificate and all the other certificates in the chain, click **Entire Chain**.

Revoke a certificate

If you revoke a certificate, the certificate is revoked only in the key store on your BlackBerry® device. Your device does not update the revocation status on the certificate authority or CRL servers.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Revoke**.
8. Click **Yes**.
9. Change the **Reason** field.
10. Click **OK**.

To cancel a certificate hold, highlight the certificate. Press the **Menu** key. Click **Cancel Hold**.

Certificate revocation reasons

Unknown:
The revocation reason does not match any of the predefined reasons.

Key Compromise:
A person who is not the key subject might have discovered the private key value.

CA Compromise:
Someone might have revealed the private key of the certificate issuer.

Change in Affiliation:
The certificate subject no longer works for the organization.

Superseded:
A new certificate is replacing an existing certificate.

Cessation of Operation:
The certificate subject no longer requires the certificate.

Certificate Hold:
You want to revoke the certificate temporarily.

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Certificate options

Change the display name for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Change Label**.
8. Type a display name for the certificate.
9. Click **OK**.

Add an email address to a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Associate Addresses**.
8. Press the **Menu** key.
9. Click **Add Address**.
10. Perform one of the following actions:
    - Click a contact.
    - Click **Use Once**. Type an email address. Press the **Enter** key.
11. Press the **Menu** key.
12. Click **Save**.

Turn off the display name prompt that appears when you add a certificate to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Press the **Menu** key.
6. Click **Fetch Certificates**.
7. Press the **Menu** key.
8. Click **Options**.
9. Change the **Prompt for Label** field to **No**.

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10. Press the **Menu** key.
11. Click **Save**.

When you add a certificate, your BlackBerry® device uses the certificate subject as the name for the certificate.

Turn off the fetch status prompt that appears when you add a certificate to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Press the **Menu** key.
6. Click **Fetch Certificates**.
7. Press the **Menu** key.
8. Click **Options**.
9. Perform one of the following actions:
   - To download the revocation status of a certificate when you add it to the key store, change the **Fetch Status** field to **Yes**.
   - To add a certificate to the key store without downloading the revocation status, change the **Fetch Status** field to **No**.
10. Press the **Menu** key.
11. Click **Save**.

Change how often a certificate authority profile checks certificate status

Depending on your organization, you might be able to change how often a certificate authority profile checks the status of its certificate. If the certificate is scheduled to expire soon you can re-enroll with the certificate authority profile to receive an updated certificate.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificate Authority Profile**.
5. Change the **Certificate Status Check Interval** field.
6. Press the **Menu** key.
7. Click **Save**.

Certificate shortcuts

- To view the label and issuer of a certificate, press the **Space** key.
- To view the properties of a certificate, press the **Enter** key.
- To view the security level of a personal certificate, press the **Alt** key and **L**.
- To view the serial number of a certificate, press the **Alt** key and **S**.
- To view certificates for certificate authorities, press the **Alt** key and **C**.
- To view personal certificates and certificates for other people, press the **Alt** key and **E**.
- To view personal certificates, press the **Alt** key and **P**.
- To view certificates for other people, press the **Alt** key and **O**.

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- To view root certificates, press the **Alt** key and **R**.
- To view all certificates, press the **Alt** key and **A**.

PGP keys

PGP key basics

Download a PGP key from an LDAP certificate server

If you use the PGP® Universal Server, you might not be able to download PGP keys from an LDAP certificate server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP keys**.
5. Press the **Menu** key.
6. Click **Fetch PGP Keys**.
7. Specify the search criteria.
8. Press the **Menu** key.
9. Click **Search**.
10. Click a PGP key.
11. Click **Add PGP Key to Key Store**.

Download a personal PGP key from the PGP Universal Server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Press the **Menu** key.
5. Click **Download Keys**.

Download an updated PGP key from an LDAP certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Fetch Updated PGP Key**.

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Import a certificate or PGP key from the device memory

1. On the Home screen or in a folder, click the **Media** icon or the **Files** icon.
2. Navigate to a certificate or PGP® key.
3. Highlight the certificate or PGP key.
4. Press the **Menu** key.
5. Click **Import Certificate** or **Import PGP Key**.

To view the certificate or PGP key, press the **Menu** key. Click **Display Certificate** or **Display PGP Key**.

Import a certificate or PGP key from a media card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates** or **PGP Keys**.
5. Press the **Menu** key.
6. Click **Show Media Card Certificates** or **Show Media Card PGP Keys**.

To view the certificate or PGP® key, press the **Menu** key. Click **Display Certificate** or **Display PGP Key**.

View properties for a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP keys**.
5. Click a PGP® key.
6. Click **View Subkey**.

PGP key properties

Revocation Status:
This field displays the revocation status of the PGP® key at a specified date and time.

Trust Status:
This field displays the trust status of the PGP key. A PGP key can be explicitly trusted (the PGP key itself is trusted), implicitly trusted (the PGP key is associated with a private key on your BlackBerry® device), or not trusted (the PGP key is not explicitly trusted and is not associated with a trusted PGP key on your device, and a chain of digital signatures to a trusted key does not exist).

Creation Date:
This field displays the date that the PGP® Universal Server generated the PGP key.

Expiration Date:

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This field displays the date that the PGP Universal Server specified as the expiration date of the PGP key.

Email Address:
This field displays the email address that is associated with the PGP key. Multiple Email Address fields might appear.

Public Key Type:
This field displays the standard to which the public key complies. Your device supports RSA®, DSA, and Diffie-Hellman keys.

Key Usage:
This field displays approved uses of the PGP key.

Fingerprint:
This field displays the PGP key fingerprint in hexadecimal format.

Send a PGP key

When you send a PGP® key, your BlackBerry® device sends the public key, but does not send the corresponding private key.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Highlight a PGP key.
6. Press the **Menu** key.
7. Click **Send via Email** or **Send via PIN**.

Delete a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Delete**.

Clear the PGP data cache

The PGP® data cache contains cached PGP public keys and the PGP® Universal Server policy that your BlackBerry® device downloads from the PGP Universal Server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Press the **Menu** key.

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5. Click **Clear Universal Cache**.

The next time that you send a PGP protected message, your device downloads an updated PGP Universal Server policy and updated PGP public keys from the PGP Universal Server.

PGP key status

PGP key status indicators

:
The PGP® key has a corresponding private key that is stored on your BlackBerry® device.

:
The PGP key is trusted and valid, and the revocation status of the PGP key is good.

:
The revocation status of the PGP key is unknown or the key is weak.

:
The PGP key is untrusted, revoked, expired, not valid, or cannot be verified.

Check the revocation status of a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Fetch Status**.

Change the trust status of a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Trust** or **Distrust**.

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Revoke a PGP key

If you revoke a PGP® key, the PGP key is revoked only in the key store on your BlackBerry® device. Your device does not update the revocation status on the PGP® Universal Server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Revoke**.
8. Click **Yes**.
9. Change the **Reason** field.
10. Click **OK**.

PGP key revocation reasons

Unknown:
The revocation reason does not match any of the predefined reasons.

Superseded:
A new PGP® key is replacing an existing PGP key.

Key Compromise:
A person who is not the key subject might have discovered the private key value.

Key Retired:
The PGP key is no longer used.

User ID Invalid:
The user information for the PGP key is not valid.

PGP key options

Change the display name for a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Change Label**.

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8. Type a display name for the PGP key.
9. Click **OK**.

Turn off the display name prompt that appears when you add a PGP key to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP keys**.
5. Press the **Menu** key.
6. Click **Fetch PGP Keys**.
7. Press the **Menu** key.
8. Click **Options**.
9. Change the **Prompt for Label** field to **No**.
10. Press the **Menu** key.
11. Click **Save**.

When you add a PGP® key, your BlackBerry® device uses the name that the PGP® Universal Server set for the key when it generated the key.

Turn off the fetch status prompt that appears when you add a PGP key to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Press the **Menu** key.
6. Click **Fetch PGP Keys**.
7. Press the **Menu** key.
8. Click **Options**.
9. Perform one of the following actions:
   - To download the revocation status of a PGP® key when you add it to the key store, change the **Fetch Status** field to **Yes**.
   - To add a PGP key to the key store without downloading the revocation status, change the **Fetch Status** field to **No**.
10. Press the **Menu** key.
11. Click **Save**.

PGP key shortcuts

- To view the label of a PGP® key, press the **Space** key.
- To view the properties of a PGP key, press the **Enter** key.
- To view the security level of a PGP private key, press the **Alt** key and **L**.
- To view personal PGP keys, press the **Alt** key and **P**.
- To view PGP keys for other people, press the **Alt** key and **O**.
- To view all PGP keys, press the **Alt** key and **A**.

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Troubleshooting: PGP keys

I cannot download a PGP key from an LDAP certificate server

Try performing the following actions:

- Verify that your organization permits you to download PGP® keys from an LDAP certificate server. For more information, contact your administrator.
- If you changed the connection type that your BlackBerry® device uses to connect to an LDAP certificate server, try using the default connection type.

Certificate servers

Add a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificate Servers**.
5. Press the **Menu** key.
6. Click **New Server**.
7. Specify information for the certificate server.
8. Press the **Menu** key.
9. Click **Save**.

Change connection information for a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificate Servers**.
5. Highlight a certificate server.
6. Press the **Menu** key.
7. Click **Edit**.
8. Change connection information for the certificate server.
9. Press the **Menu** key.
10. Click **Save**.

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Connection options for LDAP and DSML certificate servers

Friendly Name:
Type a display name for the certificate server.

Server Name:
Type the network address of the certificate server.

Base Query:
Type the base query information for the certificate server using X.509 certificate syntax (for example, o=test.rim.net).

Port:
Type the port number for your organization's network. The default port number is 389.

Authentication Type:
Specify whether you must log in to the certificate server.

Connection Type:
Specify whether your BlackBerry® device uses an SSL connection or a TLS connection to connect to the certificate server.

Connection options for OCSP and CRL servers

Friendly Name:
Type a display name for the certificate server.

Server URL:
Type the web address of the certificate server.

Send connection information for a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificate Servers**.
5. Highlight a certificate server.
6. Press the **Menu** key.
7. Click **Email Server** or **PIN Server**.

Delete a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.

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3. Click **Advanced Security Options**.
4. Click **Certificate Servers**.
5. Highlight a certificate server.
6. Press the **Menu** key.
7. Click **Delete**.

Key stores

About the key store

The key store on your BlackBerry® device might store the following items. To access these items in the key store, you must type a key store password.

- personal certificates (certificate and private key pairs)
- certificates that you download using the certificate synchronization tool of the BlackBerry® Desktop Manager
- certificates that you download from an LDAP or DSML certificate server
- certificates that you download from a certificate authority profile
- certificates that you import from the device memory or a media card
- certificates that you add from a message
- root certificates that are included in the BlackBerry® Desktop Software
- personal PGP® keys (public and private key pairs)
- PGP public keys that you download from an LDAP certificate server
- PGP public keys that you import from the device memory or a media card
- PGP public keys that you add from a message

Change the key store password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Press the **Menu** key.
6. Click **Change Password**.

Synchronize the key store password with the device password

If you synchronize the key store password with the device password, when you change the device password, the key store password changes to match it automatically.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.

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4. Click **Key Stores**.
5. Change the **Synchronize Key Store Password to Device Password** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

Change when your device deletes the key store password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Private Key Password Timeout** field.
6. Press the **Menu** key.
7. Click **Save**.

To access private keys after your BlackBerry® device deletes the key store password, you must type your key store password.

Add contacts to your contact list automatically when you add items to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Key Store Address Injector** field to **Enabled**.
6. Press the **Menu** key.
7. Click **Save**.

Change the service that your device uses to download certificates

Depending on your organization, you might not be able to change the service that your BlackBerry® device uses to download certificates. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Certificate Service** field.
6. Press the **Menu** key.
7. Click **Save**.

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Turn off automatic backup and restore of key store data

By default, items in the key store on your BlackBerry® device are backed up or restored when you back up or restore your device data. If you do not want to back up your private key to or restore your private key from your computer for security reasons, you can turn off automatic backup and restore of key store data.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Allow Key Store Backup/Restore** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

To turn on automatic backup and restore of key store data, change the **Allow Key Store Backup/Restore** field to **Yes**.

Change the refresh rate for certificate revocation lists

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Certificate Status Expires After** field.
6. Press the **Menu** key.
7. Click **Save**.

Your BlackBerry® device downloads a new revocation status automatically when your device uses a key store item with a status that is older than the time limit that you set.

Reject certificate revocation lists from unverified CRL servers

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Accept Unverified CRLs** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Your BlackBerry® device rejects certificate revocation lists from CRL servers that the BlackBerry® MDS Connection Service cannot verify.

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Smart cards

About using a smart card with your device

Smart cards store certificates and private keys. You can use a smart card reader to import certificates from a smart card to the key store on your BlackBerry® device, but you cannot import private keys. As a result, private key operations such as signing and decryption use the smart card, and public key operations such as verification and encryption use the public certificates on your device.

If you use a smart card certificate to authenticate with your device, after you connect your smart card reader to your device, your device requests authentication from the smart card each time that you unlock your device.

You can install multiple smart card drivers on your device, including drivers for microSD smart cards, but you can only authenticate to one smart card at a time. If you are authenticating using a microSD smart card and you want to transfer media files between your microSD smart card and your computer in mass storage mode, you must temporarily turn off two-factor authentication or select a different authentication option.

If the S/MIME Support Package for BlackBerry® devices is installed on your device, you can use smart card certificates to send S/MIME-protected messages.

Turn on two-factor authentication

To perform this task, you must have set a password for your BlackBerry® device and have the smart card password that you received with your smart card.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Perform one of the following actions:
   - To use a smart card and your device password to unlock your device, set the **User Authenticator** field to **Smart Card**.
   - To use your connected smart card reader (even if the smart card is not inserted) and your device password to unlock your device, set the **User Authenticator** field to **Proximity**. Set the **Prompt for Device Password** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Import a certificate from a smart card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Press the **Menu** key.
6. Click **Import Smart Card Certs**.
7. Type your smart card password.
8. Select the check box beside a certificate.

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9. Click **OK**.
10. Type your key store password.
11. Click **OK**.

Lock your device when you remove your smart card from your smart card reader

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. If necessary, change the **User Authenticator** field to **Smart card**.
4. Change the **Lock On Card Removal** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

About smart password entry

If you use advanced authentication and your BlackBerry® device password or smart card password is numeric, you might be able to use smart password entry in some password fields. When smart password entry is turned on, your device is designed to remember the format of a password that you type in a password field. When you type the password again, your device applies a smart password filter to the password field. If the password is numeric, a 123 indicator appears beside the password field and you do not have to press the Alt key to type numbers. If the password is alphanumeric, an ABC indicator appears beside the password field.

To use smart password entry, advanced authentication must be turned on and the correct smart card driver and smart card reader must be installed on your device.

Turn off smart password entry

To perform this task, you must be using a smart card and a password to unlock your BlackBerry® device.

You can turn off smart password entry to reduce the chance that someone might guess your device password or smart card password based on the smart password filter that your device applies to password fields.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Set the **Smart Password Entry** field to **Disabled**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on smart password entry again, set the **Smart Password Entry** field to **Enabled**.

Switch smart password filters

In a blank password field, press the **Enter** key.

The indicator for the new smart password filter appears beside the password field.

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Prerequisites: Using authentication certificates

- Your BlackBerry® device must have the correct smart card driver and smart card reader driver installed.
- You must have imported a certificate from your smart card that you can use for signing and verification.
- You must turn on advanced authentication.
- You must have set a device password.
- You must have the smart card password that you received with your smart card.

Use a certificate to authenticate your smart card

To perform this task, you must be using a smart card and a password to unlock your BlackBerry® device.

If you use a certificate to authenticate your smart card, the certificate authenticates your smart card whenever you use your smart card to unlock your device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. If necessary, change the **User Authenticator** field to **Smart card**.
4. Set the **Authentication Certificate** field.
5. Press the **Menu** key.
6. Click **Save**.

To stop using a certificate to authenticate your smart card, set the **Authentication Certificate** field to **None**.

Check the status of your authentication certificate automatically

To perform this task, you must be using a smart card and a password to unlock your BlackBerry® device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Change the **Certificate Status Check** field.
5. Press the **Menu** key.
6. Click **Save**.

If your device checks the status of your authentication certificate and finds that it is revoked or expired, your device locks.

Use a certificate to encrypt the encryption keys on your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

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If you have encryption for data in the BlackBerry device memory turned on and your smart card reader supports this feature, you might be able to use a certificate from the smart card to encrypt the encryption keys on your device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Encryption**.
4. Change the **Two-Factor Protection** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

Store the pass phrase for your smart card in the application memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Smart Card**.
4. Change the **PIN Caching** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

Your BlackBerry® device stores the pass phrase for the same length of time as it stores your key store password.

Turn off notification for smart card connections

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Smart Card**.
4. Change the **LED Session Indicator** field to **Disabled**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on notification for smart card connections, change the **LED Session Indicator** field to **Enabled**.

About two-factor authentication

Two-factor authentication is designed to provide additional security for your BlackBerry® device. Two-factor authentication requires an item that you have (for example, a smart card) and an item that you know (for example, a pass phrase). You can also use the connection to your smart card reader to authenticate, without requiring a smart card to be present.

You can use a smart card for two-factor authentication when you unlock your device, or you can use a software token for two-factor authentication when you use your device with RSA® software as a hardware token. If you have a WLAN enabled BlackBerry device, you can also use a software token for two-factor authentication when you log in to a VPN or connect to a WLAN network.

Depending on your BlackBerry device model and the two-factor authentication settings that you choose, you might need to type your pass phrase when you perform one of the following actions:

- unlock your BlackBerry device

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- change a general security option on your BlackBerry device
- change a smart card option
- use your BlackBerry device with RSA software
- log in to a VPN
- connect to a WLAN network

Software tokens

Change the PIN for a software token on your device

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Software Tokens**.
5. Click a software token.
6. Click **Specify PIN**.

About software tokens

You might need a software token to log in to a VPN. If you have a WLAN enabled BlackBerry® device, you might also need a software token to connect to your organization's network using a WLAN network. A software token includes a token code that your device regenerates periodically and a PIN. For more information about software tokens, contact your administrator.

VPN settings

Depending on the options that your administrator has set for you, this feature might not be supported.

Log in to a VPN

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **VPN**.
5. Select the **Enable VPN** check box.
6. Click **Log in**.

Change the user name and password for a VPN profile

1. On the Home screen or in a folder, click the **Options** icon.

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2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **VPN**.
5. Highlight a VPN profile.
6. Press the **Menu** key.
7. Click **Edit**.
8. In the **User name** field, type a new user name.
9. In the **User password** field, type a new password.
10. Press the **Menu** key.
11. Click **Save**.

Change the software token for a VPN profile

To perform this task, the software token that you want to use must be installed on your BlackBerry® device. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **VPN**.
5. Highlight a VPN profile.
6. Press the **Menu** key.
7. Click **Edit**.
8. Set the **Token serial number** field.
9. Press the **Menu** key.
10. Click **Save**.

About VPN profiles

A VPN profile contains the information that you require to log in to a VPN. If you have a WLAN enabled BlackBerry® device and if your organization uses a VPN to control access to its network, you might be able to log in to the VPN and access your organization's network using a WLAN network. Depending on your organization, you might have more than one VPN profile on your device. For more information about VPN profiles, contact your administrator.

Prerequisites: Logging in to a VPN

- Your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.
- If you have a WLAN enabled BlackBerry device, the WLAN network that your device is connected to must support connections to a VPN. For more information, contact your administrator.
- If you use a software token to log in to a VPN, the software token must be on your device and the software token information that appears in the VPN profile must be correct.

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About security self-tests

Security self-tests are designed to verify that security software is implemented correctly on your BlackBerry® device. The tests should run automatically when your device restarts.

Verify security software

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Information**.
4. Press the **Menu** key.
5. Click **Verify Security Software**.

Third-party application control

About permissions for third-party applications

You can set permissions that control how third-party applications on your BlackBerry® device interact with the other applications on your device. For example, you can control whether third-party applications can access data or the Internet, make calls, or use Bluetooth® connections.

If you have added third-party applications to your device, your device is designed to prevent these applications from sending or receiving data without your knowledge. Before a third-party application sends or receives data, a dialog box prompts you to accept or deny the connection request. For a selected application, you can turn off this prompt for a specific location or resource.

Reset connection permissions for third-party applications

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Applications**.
3. Press the **Menu** key.
4. Click **Edit Default Permissions**.
5. Press the **Menu** key.
6. Click **Reset All Firewall Prompts**.
7. Press the **Menu** key.
8. Click **Apply Defaults to All**.

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About direct Internet connections for third-party applications

Some third-party applications that you add to your BlackBerry® device might require a direct TCP or HTTP connection to the Internet. For example, a stock price application might need to connect to the Internet to retrieve the latest stock prices. You might have to set the APN that the third-party application uses for this connection.

Set up a direct Internet connection for a third-party application

To obtain the user name and password for the APN, contact your wireless service provider.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **TCP**.
4. Type the APN information.
5. Press the **Menu** key.
6. Click **Save**.

Turn on safe mode

When you start your BlackBerry® device, you can turn on safe mode to prevent third-party applications from running automatically. This safe mode enables you to troubleshoot or remove any unwanted applications.

1. Remove and reinsert the battery.
2. When the red LED light goes out, press and hold the **Escape** key as the device is loading.
3. When the dialog appears, click **OK**.

When safe mode is on, a safe mode indicator appears in the device status section of the Home screen.

To turn off safe mode, repeat step 1.

Set permissions for a third-party application

Note: Changing permissions for third-party applications can significantly affect the operation of applications on your BlackBerry® device. For more information about how changing these permissions might affect the operation of the applications on your device, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Applications**.
3. Perform one of the following actions:
   - To set permissions for a specific third-party application, highlight the application. Press the **Menu** key. Click **Edit Permissions**.
   - To set permissions for all third-party applications, press the **Menu** key. Click **Edit Default Permissions**.
4. Expand **Connections**, **Interactions**, or **User Data**.
5. Change the permission fields.
6. Press the **Menu** key.
7. Click **Save**.

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Turn off a prompt for a third-party application connection

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Applications**.
3. Highlight a third-party application.
4. Press the **Menu** key.
5. Click **Edit Permissions**.
6. Click **Prompt Exceptions**.
7. Perform one of the following actions:
   - To allow the application to connect to a specific location or resource without displaying a prompt, click **Add Allow**. Specify a protocol and, if necessary, the domain.
   - To prevent the application from connecting to a specific location or resource without displaying a prompt, click **Add Deny**. Specify a protocol and, if necessary, the domain.
8. Press the **Menu** key.
9. Click **Save**.

Interaction permissions for third-party applications

Cross Application Communication:
Specify whether third-party applications can communicate and share data with other applications on your BlackBerry® device.

Device Settings:
Specify whether third-party applications can turn on or turn off your device or change device options, such as display options.

Media:
Specify whether third-party applications can access media files on your device.

Application Management:
Specify whether third-party applications can add or delete application modules or access module information such as an application name or version.

Themes:
Specify whether your device can use third-party applications as a source for customized themes.

Input Simulation:
Specify whether third-party applications can simulate actions, such as pressing a key on your device.

Browser Filtering:
Specify whether third-party applications can register browser filters with the browser on your device to add, change, or delete web site content before it appears in your browser.

Screen Capturing:
Specify whether third-party applications can take screen shots of the device screen.

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Security Timer Reset:
Specify whether third-party applications can reset the duration that your device remains unlocked after you stop using it.

Data permissions for third-party applications

Email:
Set whether third-party applications can access email messages, SMS text messages, MMS messages, or PIN messages on your BlackBerry® device.

Organizer Data:
Set whether third-party applications can access organizer data such as contacts, calendar entries, tasks, or memos.

Files:
Set whether third-party applications can access files that you store on your device. For example, you can set whether third-party applications can access files that you transfer to your device using the media manager tool of the BlackBerry® Desktop Manager or Bluetooth® technology.

Security Data:
Set whether third-party applications can access certificates or keys in the key store on your device.

Connection permissions for third-party applications

USB:
Set whether third-party applications can use physical connections, such as a USB cable or RS-232 cable, that you have set up for your BlackBerry® device.

Bluetooth:
Set whether third-party applications can use Bluetooth® connections.

Phone:
Set whether third-party applications can make calls or access call logs.

Location Data:
Set whether third-party applications can use your GPS location information.

Server Network:
Set whether third-party applications can access the Internet or your organization's intranet using your organization's network.

Internet:
Set whether third-party applications can access the Internet through your wireless service provider (for example, using a direct Internet connection or a WAP gateway).

WLAN (if supported):
Set whether third-party applications can use WLAN connections.

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Troubleshooting security

I cannot download a certificate

If you changed the connection type that your BlackBerry® device uses to connect to the LDAP or DSML certificate server, try switching to the default connection type.

I cannot unlock my device using my smart card

Try performing the following actions:

- Verify that the correct smart card is inserted in the smart card reader.
- Verify that the smart card is inserted in the smart card reader correctly.
- Verify that you typed the smart card password correctly. You should have received this password when you received your smart card.
- If you use a certificate to authenticate your smart card, verify that the certificate is not revoked or expired.

My device prompts me to make an emergency call when I type a password

If your BlackBerry® device password contains a combination of letters that corresponds to an emergency access number, your device might prompt you to make an emergency call when you type your device password.

To continue typing your device password, press the **Escape** key.

I cannot connect to a WLAN network or log in to a VPN using a software token

Depending on your BlackBerry® device model, this feature might not be supported.

Verify that the time on your BlackBerry device is synchronized with the network time.

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Security

Security basics

About the device password

If you type your BlackBerry® device password incorrectly, you might be prompted to type **blackberry** before you can continue. When you try to type your password again, the characters that you type appear on the screen.

If you exceed the number of allowed password attempts, your device deletes all your device data for security reasons.

Set a device password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Set the **Password** field to **Enabled**.
4. Click **Set Password**.
5. Type a password.
6. Press the **Menu** key.
7. Click **Save**.

To turn off the BlackBerry® device password, set the **Password** field to **Disabled**.

Change the device password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Click **Change Password**.

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Lock your device

To perform this task, you must have set a password for your BlackBerry® device.

On the Home screen or in a folder, click the **Password Lock** icon.

To unlock your device, type your device password. Press the **Enter** key.

Lock your device when you insert it in the holster

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Change the **Lock Handheld Upon Holstering** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Lock the keyboard

If you are not on a call, you can lock the keyboard to avoid pressing keys accidentally when you are not using your BlackBerry® device. If your email account uses a BlackBerry® Enterprise Server, depending on the options that your administrator sets, you might not be able to perform this task. For more information, contact your administrator.

Press the **Lock** key on the top of your device.

To unlock the keyboard, press the **Lock** key again.

Set a limit for device password attempts

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. Set the **Number of Password Attempts** field.
4. Press the **Menu** key.
5. Click **Save**.

Delete device data, third-party applications, or media card files

Before you delete your BlackBerry® device data or media card files, consider backing up these items so that you have a copy on your computer.
CAUTION: If you have turned on encryption, the process for deleting all device data can take up to an hour to complete. You cannot stop the process after you start it. If you reset your device, the process restarts after the device restarts.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Security Wipe**.
4. Perform any of the following actions:
   - To delete data from the messages application, contacts application, and other applications, select the **Emails, Contacts, Etc** check box.

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- To delete all third-party applications that you have added, select the **User Installed Applications** check box.
- To delete all files from your media card, select the **Media Card** check box.

5. Type **blackberry**.
6. Click **Wipe**.

If you are preparing your device for resale and you have an email account that uses the BlackBerry® Internet Service, to prevent messages from this account from being sent to your device, contact your wireless service provider to disassociate the account from your device.

Password keeper

About the password keeper

Use the password keeper to store all your passwords in one place. The password keeper is designed to protect your passwords with a password keeper password. When you type this password, the password keeper decrypts your passwords.

You can also use the password keeper to generate random passwords that contain numbers, letters, and symbols.

Add a password to the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **New**.
4. Type the password information.
5. Press the **Menu** key.
6. Click **Save**.

Generate a random password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **New**.
4. Press the **Menu** key.
5. Click **Random Password**.
6. Type the password information.
7. Press the **Menu** key.
8. Click **Save**.

Set criteria for randomly generated passwords

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.

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3. Click **Options**.
4. Set the random password fields.
5. Press the **Menu** key.
6. Click **Save**.

View a password in the password keeper

In the password keeper, click a password.

Change a password in the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the **Menu** key.
4. Click **Open**.
5. Change the password information.
6. Press the **Menu** key.
7. Click **Save**.

Hide passwords in the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Show Password** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To show passwords in the password keeper again, set the **Show Password** field to **Yes**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click an application icon.
2. In an application, press the **Menu** key.
3. Click **Options**.
4. If necessary, click **General Options**.
5. Change the **Confirm Delete** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

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Delete a password from the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the **Menu** key.
4. Click **Delete**.

Change the password keeper password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Change Password**.

Copy a password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the **Menu** key.
4. Click **Copy Username** or **Copy Password**.

To clear the clipboard, press the **Menu** key. Click **Clear Clipboard**.
Note: Passwords are not encrypted when they are on the clipboard.

Prevent password copying

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Allow Clipboard Copy** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Set a limit for password attempts in the password keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Password Attempts** field.
5. Press the **Menu** key.
6. Click **Save**.

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Encryption

About encrypting data in the device memory

When encryption for the device memory is turned on, your BlackBerry® device uses a private key to encrypt data as it is stored on your device, including data that your device receives when it is locked. Your device decrypts data as you access it.

You can set encryption to include or exclude your contacts. If you turn on encryption for contacts and you receive a call when your device is locked, the caller name does not appear on the screen.

If you use a smart card certificate for authentication, depending on the smart card, you might also be able to use one of your smart card certificates to provide two-factor encryption. In order to access the encrypted content, you must provide your device password and also connect your device to your smart card reader.

When you lock your device, an open lock indicator appears at the top of the screen to indicate that your device is in the process of securing your data, which includes deleting a copy of the private key from the temporary device memory. A lock indicator appears at the top of the screen when your device has deleted the key.

About file encryption

File encryption is designed to protect files that you store in the BlackBerry® device memory and on a media card that can be inserted in your device. You can encrypt the files in the device memory and on your media card using an encryption key that your device generates, your device password, or both.

If you encrypt the files using an encryption key that your device generates, you can only access the files on your media card when the media card is inserted in your device. If you encrypt the files using your device password, you can access the files on your media card in any device that you insert your media card into, as long as you know the password for the device.

Turn on encryption

To encrypt data in the device memory, you must have set a password for your BlackBerry® device.

Depending on the amount of memory available for storing files in the device memory, you might not be able to encrypt files in the device memory.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Encryption**.
4. Change the **Encryption** field to **Enabled**.
5. To encrypt data in the device memory, set the **Device Memory** field to **Enabled**.
6. To encrypt files stored on a media card and on your device, set the **Media Card** field to **Enabled** and perform one of the following actions:
   - To encrypt files using an encryption key that your device generates, change the **Mode** field to **Device**.
   - To encrypt files using your device password, change the **Mode** field to **Security Password**.

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- To encrypt files using an encryption key and your device password, change the **Mode** field to **Security Password & Device**.

7. To also encrypt media files such as pictures, songs, and videos, set the **Include Media Files** field to **Yes**.
8. Press the **Menu** key.
9. Click **Save**.

To stop encrypting data in the device memory, change the **Device Memory** field to **Disabled**. To stop encrypting files, change the **Media Card** field to **Disabled**.

Related topics

Set a device password, 333

Set encryption strength

If encryption of data in the device memory is turned on, you can set the strength of the encryption that your BlackBerry® device uses to protect data that you receive when your device is locked.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Encryption**.
4. Set the **Strength** field.
5. Press the **Menu** key.
6. Click **Save**.

Use a certificate to encrypt the encryption keys on your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

If you have encryption for data in the BlackBerry device memory turned on and your smart card reader supports this feature, you might be able to use a certificate from the smart card to encrypt the encryption keys on your device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Encryption**.
4. Change the **Two-Factor Protection** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

About encryption keys

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server or BlackBerry® Desktop Redirector, your device is designed to use an encryption key to protect data as it travels between the BlackBerry Enterprise Server or BlackBerry Desktop Redirector and your device.

You should generate a new encryption key every 2 weeks.

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Generate an encryption key

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

If your BlackBerry device is associated with an email account that uses a BlackBerry Enterprise Server that does not support this feature, you can generate an encryption key using the BlackBerry® Desktop Manager, if it includes the email settings tool. For more information, see the online help that is available in the BlackBerry Desktop Manager.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Information**.
4. Highlight a service.
5. Press the **Menu** key.
6. Click **Regenerate Encryption Key**.

Memory cleaning

About memory cleaning

Memory cleaning is designed to delete sensitive data from the temporary memory on your BlackBerry® device. Examples of sensitive data include sensitive data in the cache for the key store browser, unencrypted data from email messages, LDAP authentication passwords, and data from certificate and key searches.

When memory cleaning is turned on, the memory cleaning application is designed to delete sensitive data automatically in the following situations:

- when you insert your device in a holster
- when you do not use your device for a specified period of time
- when you synchronize with your computer
- when you change the time or the time zone for your device
- when you lock your device

Turn on memory cleaning

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Memory Cleaning**.
5. Change the **Status** field to **Enabled**.
6. Press the **Menu** key.
7. Click **Save**.

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Change when your device deletes sensitive data from the temporary device memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Memory Cleaning**.
5. Perform any of the following actions:
   - To prevent your BlackBerry® device from deleting sensitive data when you insert your device in a holster, change the **Clean When Holstered** field to **No**.
   - To prevent your device from deleting sensitive data when your device remains idle for a specified period of time, change the **Clean When Idle** field to **No**.
   - To change how long your device waits after you stop using it before it deletes sensitive data, change the **Idle Timeout** field.
6. Press the **Menu** key.
7. Click **Save**.

Delete sensitive application data from the temporary device memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Memory Cleaning**.
5. In the **Registered Cleaners** section, click an application.
6. Perform one of the following actions:
   - To delete sensitive data for the highlighted application, click **Clean <*Application*>**. Click **OK**.
   - To delete sensitive data for all applications, click **Clean Now**.

View the icon for the memory cleaning application on the Home screen

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Memory Cleaning**.
5. Change the **Show Icon on Home Screen** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

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Certificates

Certificate basics

Download a certificate from an LDAP or DSML certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Press the **Menu** key.
6. Click **Fetch Certificates**.
7. Specify the search criteria.
8. Press the **Menu** key.
9. Click **Search**.
10. Click a certificate.
11. Click **Add Certificate to Key Store**.

About certificate authority profiles

If your email account uses a BlackBerry® Enterprise Server that supports this feature, you can download certificates over the wireless network from a certificate authority profile provided by your administrator. Depending on your organization, enrollment for a certificate might be required and might also occur automatically.

When you enroll with a certificate authority profile, the latest certificate is downloaded to your BlackBerry device and added to your certificate list. The certificate authority profiles shows the status of the certificate. If the certificate is scheduled to expire soon you can re-enroll with the certificate authority profile to receive an updated certificate.

Download a certificate from a certificate authority

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

If your administrator has provided you with a certificate authority profile, you can enroll with the profile to download a certificate to your BlackBerry device. If the certificate is scheduled to expire soon you can re-enroll to receive an updated certificate.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificate Authority Profile**.
5. Click **Enroll** or **Re-enroll**.

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6. If necessary, type the credentials that you use to connect to your organization's network.

To hide the screen for the certificate authority profile while the request is being processed, press the **Menu** key. Click **Hide**. To return to this screen, on the Home screen, click the **Certificate Authority Profile** icon.

Import a certificate or PGP key from the device memory

1. On the Home screen or in a folder, click the **Media** icon or the **Files** icon.
2. Navigate to a certificate or PGP® key.
3. Highlight the certificate or PGP key.
4. Press the **Menu** key.
5. Click **Import Certificate** or **Import PGP Key**.

To view the certificate or PGP key, press the **Menu** key. Click **Display Certificate** or **Display PGP Key**.

Import a certificate or PGP key from a media card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates** or **PGP Keys**.
5. Press the **Menu** key.
6. Click **Show Media Card Certificates** or **Show Media Card PGP Keys**.

To view the certificate or PGP® key, press the **Menu** key. Click **Display Certificate** or **Display PGP Key**.

View properties for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Click a certificate.

Certificate properties

Revocation Status:
This field displays the revocation status of the certificate at a specified date and time.

Trust Status:
This field displays the trust status of the certificate chain. A certificate can be explicitly trusted (the certificate itself is trusted), implicitly trusted (the root certificate in the certificate chain is trusted on your BlackBerry® device), or not trusted (the certificate is not explicitly trusted and the root certificate in the certificate chain is not trusted or does not exist on your device).

Expiration Date:

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This field displays the date that the certificate issuer specified as the expiration date of the certificate.

Certificate Type:
This field displays the certificate format. Your device supports X.509 and WTLS certificate formats.

Public Key Type:
This field displays the standard to which the public key complies. Your device supports RSA®, DSA, Diffie-Hellman, and ECC keys.

Subject:
This field displays information about the certificate subject.

Issuer:
This field displays information about the certificate issuer.

Serial Number:
This field displays the certificate serial number in hexadecimal format.

Key Usage:
This field displays approved uses of the public key.

Subject Alt Name:
This field displays an alternate email address for the certificate subject, if an alternate email address is available.

SHA1 Thumbprint:
This field displays the SHA-1 digital thumbprint of the certificate.

MD5 Thumbprint:
This field displays the MD5 digital thumbprint of the certificate.

View one type of certificate in the certificate list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Press the **Menu** key.
6. Click one of the following menu items:
   - **Show My Certs**
   - **Show Others Certs**
   - **Show CA Certs**
   - **Show Root Certs**

To view all the certificates on your BlackBerry® device, press the **Menu** key. Click **Show All Certs**.

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Send a certificate

When you send a certificate, your BlackBerry® device sends the public key, but does not send the corresponding private key.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Send via Email** or **Send via PIN**.

Delete a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Delete**.

View the certificate chain for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Show Chain**.

Certificate status

Status indicators for certificates and certificate authority profiles

Status indicators for certificates

:

The certificate has a corresponding private key that is stored on your BlackBerry® device or a smart card.

:

The certificate chain is trusted and valid, and the revocation status of the certificate chain is good.

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: The revocation status of the certificate chain is unknown, or a public key for a certificate in the certificate chain is weak.

: The certificate is untrusted or revoked, or a certificate in the certificate chain is untrusted, revoked, expired, not valid, or cannot be verified.

Status indicators for certificate authority profiles

: A valid certificate is associated with the certificate authority profile.

: A new certificate is being fetched because the current certificate is scheduled to expire soon.

: The enrollment request is pending approval from the certificate authority.

: Enrollment with the certificate authority profile is pending because an action from the user is required to continue, or because enrollment is scheduled to occur later.

: Enrollment with the certificate authority profile is required and will occur automatically.

Check the revocation status of a certificate or certificate chain

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Fetch Status** or **Fetch Chain Status**.

Change the trust status of a certificate

Depending on the types of certificates that your administrator allows, you might not be able to trust some types of certificates.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.

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7. Click **Trust** or **Distrust**.
8. If you are trusting a certificate, perform one of the following actions:
   - To trust the highlighted certificate, click **Selected Certificate**.
   - To trust the highlighted certificate and all the other certificates in the chain, click **Entire Chain**.

Revoke a certificate

If you revoke a certificate, the certificate is revoked only in the key store on your BlackBerry® device. Your device does not update the revocation status on the certificate authority or CRL servers.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Revoke**.
8. Click **Yes**.
9. Change the **Reason** field.
10. Click **OK**.

To cancel a certificate hold, highlight the certificate. Press the **Menu** key. Click **Cancel Hold**.

Certificate revocation reasons

Unknown:
The revocation reason does not match any of the predefined reasons.

Key Compromise:
A person who is not the key subject might have discovered the private key value.

CA Compromise:
Someone might have revealed the private key of the certificate issuer.

Change in Affiliation:
The certificate subject no longer works for the organization.

Superseded:
A new certificate is replacing an existing certificate.

Cessation of Operation:
The certificate subject no longer requires the certificate.

Certificate Hold:
You want to revoke the certificate temporarily.

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Certificate options

Change the display name for a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Change Label**.
8. Type a display name for the certificate.
9. Click **OK**.

Add an email address to a certificate

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Highlight a certificate.
6. Press the **Menu** key.
7. Click **Associate Addresses**.
8. Press the **Menu** key.
9. Click **Add Address**.
10. Perform one of the following actions:
    - Click a contact.
    - Click **Use Once**. Type an email address. Press the **Enter** key.
11. Press the **Menu** key.
12. Click **Save**.

Turn off the display name prompt that appears when you add a certificate to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Press the **Menu** key.
6. Click **Fetch Certificates**.
7. Press the **Menu** key.
8. Click **Options**.
9. Change the **Prompt for Label** field to **No**.

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10. Press the **Menu** key.
11. Click **Save**.

When you add a certificate, your BlackBerry® device uses the certificate subject as the name for the certificate.

Turn off the fetch status prompt that appears when you add a certificate to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Press the **Menu** key.
6. Click **Fetch Certificates**.
7. Press the **Menu** key.
8. Click **Options**.
9. Perform one of the following actions:
   - To download the revocation status of a certificate when you add it to the key store, change the **Fetch Status** field to **Yes**.
   - To add a certificate to the key store without downloading the revocation status, change the **Fetch Status** field to **No**.
10. Press the **Menu** key.
11. Click **Save**.

Change how often a certificate authority profile checks certificate status

Depending on your organization, you might be able to change how often a certificate authority profile checks the status of its certificate. If the certificate is scheduled to expire soon you can re-enroll with the certificate authority profile to receive an updated certificate.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificate Authority Profile**.
5. Change the **Certificate Status Check Interval** field.
6. Press the **Menu** key.
7. Click **Save**.

Certificate shortcuts

- To view the label and issuer of a certificate, press the **Space** key.
- To view the properties of a certificate, press the **Enter** key.
- To view the security level of a personal certificate, press the **Alt** key and **L**.
- To view the serial number of a certificate, press the **Alt** key and **S**.
- To view certificates for certificate authorities, press the **Alt** key and **C**.
- To view personal certificates and certificates for other people, press the **Alt** key and **E**.
- To view personal certificates, press the **Alt** key and **P**.
- To view certificates for other people, press the **Alt** key and **O**.

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- To view root certificates, press the **Alt** key and **R**.
- To view all certificates, press the **Alt** key and **A**.

PGP keys

PGP key basics

Download a PGP key from an LDAP certificate server

If you use the PGP® Universal Server, you might not be able to download PGP keys from an LDAP certificate server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP keys**.
5. Press the **Menu** key.
6. Click **Fetch PGP Keys**.
7. Specify the search criteria.
8. Press the **Menu** key.
9. Click **Search**.
10. Click a PGP key.
11. Click **Add PGP Key to Key Store**.

Download a personal PGP key from the PGP Universal Server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Press the **Menu** key.
5. Click **Download Keys**.

Download an updated PGP key from an LDAP certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Fetch Updated PGP Key**.

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Import a certificate or PGP key from the device memory

1. On the Home screen or in a folder, click the **Media** icon or the **Files** icon.
2. Navigate to a certificate or PGP® key.
3. Highlight the certificate or PGP key.
4. Press the **Menu** key.
5. Click **Import Certificate** or **Import PGP Key**.

To view the certificate or PGP key, press the **Menu** key. Click **Display Certificate** or **Display PGP Key**.

Import a certificate or PGP key from a media card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates** or **PGP Keys**.
5. Press the **Menu** key.
6. Click **Show Media Card Certificates** or **Show Media Card PGP Keys**.

To view the certificate or PGP® key, press the **Menu** key. Click **Display Certificate** or **Display PGP Key**.

View properties for a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP keys**.
5. Click a PGP® key.
6. Click **View Subkey**.

PGP key properties

Revocation Status:
This field displays the revocation status of the PGP® key at a specified date and time.

Trust Status:
This field displays the trust status of the PGP key. A PGP key can be explicitly trusted (the PGP key itself is trusted), implicitly trusted (the PGP key is associated with a private key on your BlackBerry® device), or not trusted (the PGP key is not explicitly trusted and is not associated with a trusted PGP key on your device, and a chain of digital signatures to a trusted key does not exist).

Creation Date:
This field displays the date that the PGP® Universal Server generated the PGP key.

Expiration Date:

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This field displays the date that the PGP Universal Server specified as the expiration date of the PGP key.

Email Address:
This field displays the email address that is associated with the PGP key. Multiple Email Address fields might appear.

Public Key Type:
This field displays the standard to which the public key complies. Your device supports RSA®, DSA, and Diffie-Hellman keys.

Key Usage:
This field displays approved uses of the PGP key.

Fingerprint:
This field displays the PGP key fingerprint in hexadecimal format.

Send a PGP key

When you send a PGP® key, your BlackBerry® device sends the public key, but does not send the corresponding private key.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Highlight a PGP key.
6. Press the **Menu** key.
7. Click **Send via Email** or **Send via PIN**.

Delete a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Delete**.

Clear the PGP data cache

The PGP® data cache contains cached PGP public keys and the PGP® Universal Server policy that your BlackBerry® device downloads from the PGP Universal Server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **PGP**.
4. Press the **Menu** key.

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5. Click **Clear Universal Cache**.

The next time that you send a PGP protected message, your device downloads an updated PGP Universal Server policy and updated PGP public keys from the PGP Universal Server.

PGP key status

PGP key status indicators

:
The PGP® key has a corresponding private key that is stored on your BlackBerry® device.

:
The PGP key is trusted and valid, and the revocation status of the PGP key is good.

:
The revocation status of the PGP key is unknown or the key is weak.

:
The PGP key is untrusted, revoked, expired, not valid, or cannot be verified.

Check the revocation status of a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Fetch Status**.

Change the trust status of a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Trust** or **Distrust**.

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Revoke a PGP key

If you revoke a PGP® key, the PGP key is revoked only in the key store on your BlackBerry® device. Your device does not update the revocation status on the PGP® Universal Server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Revoke**.
8. Click **Yes**.
9. Change the **Reason** field.
10. Click **OK**.

PGP key revocation reasons

Unknown:
The revocation reason does not match any of the predefined reasons.

Superseded:
A new PGP® key is replacing an existing PGP key.

Key Compromise:
A person who is not the key subject might have discovered the private key value.

Key Retired:
The PGP key is no longer used.

User ID Invalid:
The user information for the PGP key is not valid.

PGP key options

Change the display name for a PGP key

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP keys**.
5. Highlight a PGP® key.
6. Press the **Menu** key.
7. Click **Change Label**.

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8. Type a display name for the PGP key.
9. Click **OK**.

Turn off the display name prompt that appears when you add a PGP key to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP keys**.
5. Press the **Menu** key.
6. Click **Fetch PGP Keys**.
7. Press the **Menu** key.
8. Click **Options**.
9. Change the **Prompt for Label** field to **No**.
10. Press the **Menu** key.
11. Click **Save**.

When you add a PGP® key, your BlackBerry® device uses the name that the PGP® Universal Server set for the key when it generated the key.

Turn off the fetch status prompt that appears when you add a PGP key to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **PGP Keys**.
5. Press the **Menu** key.
6. Click **Fetch PGP Keys**.
7. Press the **Menu** key.
8. Click **Options**.
9. Perform one of the following actions:
   - To download the revocation status of a PGP® key when you add it to the key store, change the **Fetch Status** field to **Yes**.
   - To add a PGP key to the key store without downloading the revocation status, change the **Fetch Status** field to **No**.
10. Press the **Menu** key.
11. Click **Save**.

PGP key shortcuts

- To view the label of a PGP® key, press the **Space** key.
- To view the properties of a PGP key, press the **Enter** key.
- To view the security level of a PGP private key, press the **Alt** key and **L**.
- To view personal PGP keys, press the **Alt** key and **P**.
- To view PGP keys for other people, press the **Alt** key and **O**.
- To view all PGP keys, press the **Alt** key and **A**.

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Troubleshooting: PGP keys

I cannot download a PGP key from an LDAP certificate server

Try performing the following actions:

- Verify that your organization permits you to download PGP® keys from an LDAP certificate server. For more information, contact your administrator.
- If you changed the connection type that your BlackBerry® device uses to connect to an LDAP certificate server, try using the default connection type.

Certificate servers

Add a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificate Servers**.
5. Press the **Menu** key.
6. Click **New Server**.
7. Specify information for the certificate server.
8. Press the **Menu** key.
9. Click **Save**.

Change connection information for a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificate Servers**.
5. Highlight a certificate server.
6. Press the **Menu** key.
7. Click **Edit**.
8. Change connection information for the certificate server.
9. Press the **Menu** key.
10. Click **Save**.

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Connection options for LDAP and DSML certificate servers

Friendly Name:
Type a display name for the certificate server.

Server Name:
Type the network address of the certificate server.

Base Query:
Type the base query information for the certificate server using X.509 certificate syntax (for example, o=test.rim.net).

Port:
Type the port number for your organization's network. The default port number is 389.

Authentication Type:
Specify whether you must log in to the certificate server.

Connection Type:
Specify whether your BlackBerry® device uses an SSL connection or a TLS connection to connect to the certificate server.

Connection options for OCSP and CRL servers

Friendly Name:
Type a display name for the certificate server.

Server URL:
Type the web address of the certificate server.

Send connection information for a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificate Servers**.
5. Highlight a certificate server.
6. Press the **Menu** key.
7. Click **Email Server** or **PIN Server**.

Delete a certificate server

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.

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3. Click **Advanced Security Options**.
4. Click **Certificate Servers**.
5. Highlight a certificate server.
6. Press the **Menu** key.
7. Click **Delete**.

Key stores

About the key store

The key store on your BlackBerry® device might store the following items. To access these items in the key store, you must type a key store password.

- personal certificates (certificate and private key pairs)
- certificates that you download using the certificate synchronization tool of the BlackBerry® Desktop Manager
- certificates that you download from an LDAP or DSML certificate server
- certificates that you download from a certificate authority profile
- certificates that you import from the device memory or a media card
- certificates that you add from a message
- root certificates that are included in the BlackBerry® Desktop Software
- personal PGP® keys (public and private key pairs)
- PGP public keys that you download from an LDAP certificate server
- PGP public keys that you import from the device memory or a media card
- PGP public keys that you add from a message

Change the key store password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Press the **Menu** key.
6. Click **Change Password**.

Synchronize the key store password with the device password

If you synchronize the key store password with the device password, when you change the device password, the key store password changes to match it automatically.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.

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4. Click **Key Stores**.
5. Change the **Synchronize Key Store Password to Device Password** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

Change when your device deletes the key store password

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Private Key Password Timeout** field.
6. Press the **Menu** key.
7. Click **Save**.

To access private keys after your BlackBerry® device deletes the key store password, you must type your key store password.

Add contacts to your contact list automatically when you add items to the key store

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Key Store Address Injector** field to **Enabled**.
6. Press the **Menu** key.
7. Click **Save**.

Change the service that your device uses to download certificates

Depending on your organization, you might not be able to change the service that your BlackBerry® device uses to download certificates. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Certificate Service** field.
6. Press the **Menu** key.
7. Click **Save**.

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Turn off automatic backup and restore of key store data

By default, items in the key store on your BlackBerry® device are backed up or restored when you back up or restore your device data. If you do not want to back up your private key to or restore your private key from your computer for security reasons, you can turn off automatic backup and restore of key store data.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Allow Key Store Backup/Restore** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

To turn on automatic backup and restore of key store data, change the **Allow Key Store Backup/Restore** field to **Yes**.

Change the refresh rate for certificate revocation lists

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Certificate Status Expires After** field.
6. Press the **Menu** key.
7. Click **Save**.

Your BlackBerry® device downloads a new revocation status automatically when your device uses a key store item with a status that is older than the time limit that you set.

Reject certificate revocation lists from unverified CRL servers

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Key Stores**.
5. Change the **Accept Unverified CRLs** field to **No**.
6. Press the **Menu** key.
7. Click **Save**.

Your BlackBerry® device rejects certificate revocation lists from CRL servers that the BlackBerry® MDS Connection Service cannot verify.

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Smart cards

About using a smart card with your device

Smart cards store certificates and private keys. You can use a smart card reader to import certificates from a smart card to the key store on your BlackBerry® device, but you cannot import private keys. As a result, private key operations such as signing and decryption use the smart card, and public key operations such as verification and encryption use the public certificates on your device.

If you use a smart card certificate to authenticate with your device, after you connect your smart card reader to your device, your device requests authentication from the smart card each time that you unlock your device.

You can install multiple smart card drivers on your device, including drivers for microSD smart cards, but you can only authenticate to one smart card at a time. If you are authenticating using a microSD smart card and you want to transfer media files between your microSD smart card and your computer in mass storage mode, you must temporarily turn off two-factor authentication or select a different authentication option.

If the S/MIME Support Package for BlackBerry® devices is installed on your device, you can use smart card certificates to send S/MIME-protected messages.

About two-factor authentication

Two-factor authentication is designed to provide additional security for your BlackBerry® device. Two-factor authentication requires an item that you have (for example, a smart card) and an item that you know (for example, a pass phrase). You can also use the connection to your smart card reader to authenticate, without requiring a smart card to be present.

You can use a smart card for two-factor authentication when you unlock your device, or you can use a software token for two-factor authentication when you use your device with RSA® software as a hardware token. If you have a Wi-Fi® enabled BlackBerry device, you can also use a software token for two-factor authentication when you log in to a VPN or connect to a Wi-Fi network.

Depending on your BlackBerry device model and the two-factor authentication settings that you choose, you might need to type your pass phrase when you perform one of the following actions:

- unlock your BlackBerry device
- change a general security option on your BlackBerry device
- change a smart card option
- use your BlackBerry device with RSA software
- log in to a VPN
- connect to a Wi-Fi network

Turn on two-factor authentication

To perform this task, you must have set a password for your BlackBerry® device and have the smart card password that you received with your smart card.

1. On the Home screen or in a folder, click the **Options** icon.

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2. Click **Password**.
3. Perform one of the following actions:
   - To use a smart card and your device password to unlock your device, set the **User Authenticator** field to **Smart Card**.
   - To use your connected smart card reader (even if the smart card is not inserted) and your device password to unlock your device, set the **User Authenticator** field to **Proximity**. Set the **Prompt for Device Password** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Import a certificate from a smart card

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Certificates**.
5. Press the **Menu** key.
6. Click **Import Smart Card Certs**.
7. Type your smart card password.
8. Select the check box beside a certificate.
9. Click **OK**.
10. Type your key store password.
11. Click **OK**.

Lock your device when you remove your smart card from your smart card reader

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. If necessary, change the **User Authenticator** field to **Smart card**.
4. Change the **Lock On Card Removal** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

About smart password entry

If you use advanced authentication and your BlackBerry® device password or smart card password is numeric, you might be able to use smart password entry in some password fields. When smart password entry is turned on, your device is designed to remember the format of a password that you type in a password field. When you type the password again, your device applies a smart password filter to the password field. If the password is numeric, a 123 indicator appears beside the password field and you do not have to press the Alt key to type numbers. If the password is alphanumeric, an ABC indicator appears beside the password field.

To use smart password entry, advanced authentication must be turned on and the correct smart card driver and smart card reader must be installed on your device.

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Turn off smart password entry

To perform this task, you must be using a smart card and a password to unlock your BlackBerry® device.

You can turn off smart password entry to reduce the chance that someone might guess your device password or smart card password based on the smart password filter that your device applies to password fields.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Set the **Smart Password Entry** field to **Disabled**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on smart password entry again, set the **Smart Password Entry** field to **Enabled**.

Switch smart password filters

In a blank password field, press the **Enter** key.

The indicator for the new smart password filter appears beside the password field.

Prerequisites: Using authentication certificates

- Your BlackBerry® device must have the correct smart card driver and smart card reader driver installed.
- You must have imported a certificate from your smart card that you can use for signing and verification.
- You must turn on advanced authentication.
- You must have set a device password.
- You must have the smart card password that you received with your smart card.

Use a certificate to authenticate your smart card

To perform this task, you must be using a smart card and a password to unlock your BlackBerry® device.

If you use a certificate to authenticate your smart card, the certificate authenticates your smart card whenever you use your smart card to unlock your device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. If necessary, change the **User Authenticator** field to **Smart card**.
4. Set the **Authentication Certificate** field.
5. Press the **Menu** key.
6. Click **Save**.

To stop using a certificate to authenticate your smart card, set the **Authentication Certificate** field to **None**.

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Check the status of your authentication certificate automatically

To perform this task, you must be using a smart card and a password to unlock your BlackBerry® device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Change the **Certificate Status Check** field.
5. Press the **Menu** key.
6. Click **Save**.

If your device checks the status of your authentication certificate and finds that it is revoked or expired, your device locks.

Use a certificate to encrypt the encryption keys on your device

To perform this task, your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

If you have encryption for data in the BlackBerry device memory turned on and your smart card reader supports this feature, you might be able to use a certificate from the smart card to encrypt the encryption keys on your device.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Encryption**.
4. Change the **Two-Factor Protection** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

Store the pass phrase for your smart card in the application memory

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Smart Card**.
4. Change the **PIN Caching** field to **Enabled**.
5. Press the **Menu** key.
6. Click **Save**.

Your BlackBerry® device stores the pass phrase for the same length of time as it stores your key store password.

Turn off notification for smart card connections

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Smart Card**.

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4. Change the **LED Session Indicator** field to **Disabled**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on notification for smart card connections, change the **LED Session Indicator** field to **Enabled**.

Software tokens

About software tokens

You might need a software token to log in to a VPN. If you have a Wi-Fi® enabled BlackBerry® device, you might also need a software token to connect to your organization's network using a Wi-Fi network. A software token includes a token code that your device regenerates periodically and a PIN. For more information about software tokens, contact your administrator.

Change the PIN for a software token on your device

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **Software Tokens**.
5. Click a software token.
6. Click **Specify PIN**.

VPN settings

Depending on the options that your administrator has set for you, this feature might not be supported.

About VPN profiles

A VPN profile contains the information that you require to log in to a VPN. If you have a Wi-Fi® enabled BlackBerry® device and if your organization uses a VPN to control access to its network, you might be able to log in to the VPN and access your organization's network using a Wi-Fi network. Depending on your organization, you might have more than one VPN profile on your device. For more information about VPN profiles, contact your administrator.

Prerequisites: Logging in to a VPN

- Your email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

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- If you have a Wi-Fi® enabled BlackBerry device, the Wi-Fi network that your device is connected to must support connections to a VPN. For more information, contact your administrator.
- If you use a software token to log in to a VPN, the software token must be on your device and the software token information that appears in the VPN profile must be correct.

Log in to a VPN

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **VPN**.
5. Select the **Enable VPN** check box.
6. Click **Log in**.

Change the user name and password for a VPN profile

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **VPN**.
5. Highlight a VPN profile.
6. Press the **Menu** key.
7. Click **Edit**.
8. In the **User name** field, type a new user name.
9. In the **User password** field, type a new password.
10. Press the **Menu** key.
11. Click **Save**.

Change the software token for a VPN profile

To perform this task, the software token that you want to use must be installed on your BlackBerry® device. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Advanced Security Options**.
4. Click **VPN**.
5. Highlight a VPN profile.
6. Press the **Menu** key.
7. Click **Edit**.
8. Set the **Token serial number** field.
9. Press the **Menu** key.
10. Click **Save**.

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About security self-tests

Security self-tests are designed to verify that security software is implemented correctly on your BlackBerry® device. The tests should run automatically when your device restarts.

Verify security software

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security Options**.
3. Click **Information**.
4. Press the **Menu** key.
5. Click **Verify Security Software**.

Third-party application control

About permissions for third-party applications

You can set permissions that control how third-party applications on your BlackBerry® device interact with the other applications on your device. For example, you can control whether third-party applications can access data or the Internet, make calls, or use Bluetooth® connections.

If you have added third-party applications to your device, your device is designed to prevent these applications from sending or receiving data without your knowledge. Before a third-party application sends or receives data, a dialog box prompts you to accept or deny the connection request. For a selected application, you can turn off this prompt for a specific location or resource.

Reset connection permissions for third-party applications

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Applications**.
3. Press the **Menu** key.
4. Click **Edit Default Permissions**.
5. Press the **Menu** key.
6. Click **Reset All Firewall Prompts**.
7. Press the **Menu** key.
8. Click **Apply Defaults to All**.

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About direct Internet connections for third-party applications

Some third-party applications that you add to your BlackBerry® device might require a direct TCP or HTTP connection to the Internet. For example, a stock price application might need to connect to the Internet to retrieve the latest stock prices. You might have to set the APN that the third-party application uses for this connection.

Set up a direct Internet connection for a third-party application

To obtain the user name and password for the APN, contact your wireless service provider.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **TCP**.
4. Type the APN information.
5. Press the **Menu** key.
6. Click **Save**.

Turn on safe mode

When you start your BlackBerry® device, you can turn on safe mode to prevent third-party applications from running automatically. This safe mode enables you to troubleshoot or remove any unwanted applications.

1. Remove and reinsert the battery.
2. When the red LED light goes out, press and hold the **Escape** key as the device is loading.
3. When the dialog appears, click **OK**.

When safe mode is on, a safe mode indicator appears in the device status section of the Home screen.

To turn off safe mode, repeat step 1.

Set permissions for a third-party application

Note: Changing permissions for third-party applications can significantly affect the operation of applications on your BlackBerry® device. For more information about how changing these permissions might affect the operation of the applications on your device, contact your wireless service provider or administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Applications**.
3. Perform one of the following actions:
   - To set permissions for a specific third-party application, highlight the application. Press the **Menu** key. Click **Edit Permissions**.
   - To set permissions for all third-party applications, press the **Menu** key. Click **Edit Default Permissions**.
4. Expand **Connections**, **Interactions**, or **User Data**.
5. Change the permission fields.
6. Press the **Menu** key.
7. Click **Save**.

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Turn off a prompt for a third-party application connection

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Applications**.
3. Highlight a third-party application.
4. Press the **Menu** key.
5. Click **Edit Permissions**.
6. Click **Prompt Exceptions**.
7. Perform one of the following actions:
   - To allow the application to connect to a specific location or resource without displaying a prompt, click **Add Allow**. Specify a protocol and, if necessary, the domain.
   - To prevent the application from connecting to a specific location or resource without displaying a prompt, click **Add Deny**. Specify a protocol and, if necessary, the domain.
8. Press the **Menu** key.
9. Click **Save**.

Connection permissions for third-party applications

USB:
Set whether third-party applications can use physical connections, such as a USB cable or RS-232 cable, that you have set up for your BlackBerry® device.

Bluetooth:
Set whether third-party applications can use Bluetooth® connections.

Phone:
Set whether third-party applications can make calls or access call logs.

Location Data:
Set whether third-party applications can use your GPS location information.

Server Network:
Set whether third-party applications can access the Internet or your organization's intranet using your organization's network.

Internet:
Set whether third-party applications can access the Internet through your wireless service provider (for example, using a direct Internet connection or a WAP gateway).

Wi-Fi (if supported):
Set whether third-party applications can use Wi-Fi® connections.

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Interaction permissions for third-party applications

Cross Application Communication:
Specify whether third-party applications can communicate and share data with other applications on your BlackBerry® device.

Device Settings:
Specify whether third-party applications can turn on or turn off your device or change device options, such as display options.

Media:
Specify whether third-party applications can access media files on your device.

Application Management:
Specify whether third-party applications can add or delete application modules or access module information such as an application name or version.

Themes:
Specify whether your device can use third-party applications as a source for customized themes.

Input Simulation:
Specify whether third-party applications can simulate actions, such as pressing a key on your device.

Browser Filtering:
Specify whether third-party applications can register browser filters with the browser on your device to add, change, or delete web site content before it appears in your browser.

Screen Capturing:
Specify whether third-party applications can take screen shots of the device screen.

Security Timer Reset:
Specify whether third-party applications can reset the duration that your device remains unlocked after you stop using it.

Data permissions for third-party applications

Email:
Set whether third-party applications can access email messages, SMS text messages, MMS messages, or PIN messages on your BlackBerry® device.

Organizer Data:
Set whether third-party applications can access organizer data such as contacts, calendar entries, tasks, or memos.

Files:

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Set whether third-party applications can access files that you store on your device. For example, you can set whether third-party applications can access files that you transfer to your device using the media manager tool of the BlackBerry® Desktop Manager or Bluetooth® technology.

Security Data:
Set whether third-party applications can access certificates or keys in the key store on your device.

Troubleshooting: Security

I cannot download a certificate

If you changed the connection type that your BlackBerry® device uses to connect to the LDAP or DSML certificate server, try switching to the default connection type.

I cannot unlock my device using my smart card

Try performing the following actions:

- Verify that the correct smart card is inserted in the smart card reader.
- Verify that the smart card is inserted in the smart card reader correctly.
- Verify that you typed the smart card password correctly. You should have received this password when you received your smart card.
- If you use a certificate to authenticate your smart card, verify that the certificate is not revoked or expired.

I cannot connect to a Wi-Fi network or log in to a VPN using a software token

Depending on your BlackBerry® device model, this feature might not be supported.

Verify that the time on your BlackBerry device is synchronized with the network time.

My device prompts me to make an emergency call when I type a password

If your BlackBerry® device password contains a combination of letters that corresponds to an emergency access number, your device might prompt you to make an emergency call when you type your device password.

To continue typing your device password, press the **Escape** key.

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Service books and diagnostic reports

Service books

About service books

Service books determine which services are available on your BlackBerry® device.

Your wireless service provider or administrator can send service books to your device over the wireless network. If your device is associated with an email account that uses a BlackBerry® Enterprise Server, you can also receive service books on your device by connecting your device to the BlackBerry® Desktop Manager.

Accept a service book

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Service Book**.
4. Highlight the new service book.
5. Press the **Menu** key.
6. Click **Accept**.

Delete a service book

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Service Book**.
4. Highlight a service book.
5. Press the **Menu** key.
6. Click **Delete**.

To restore a service book, press the **Menu** key. Click **Undelete**.

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Diagnostic reports

About diagnostic reports

Diagnostic reports provide wireless configuration and connection information for your BlackBerry® device. If you cannot connect to the wireless network or access services such as email messaging, your wireless service provider or administrator might ask you to run and submit a diagnostic report. Your wireless service provider or administrator can use the report to help you troubleshoot the problem.

Run a diagnostic report

If you cannot connect to the wireless network or access services such as email messaging, your wireless service provider or administrator might ask you to run and submit a diagnostic report. Your wireless service provider or administrator can use the report to help you troubleshoot the issue.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Press the **Menu** key.
6. Click **Run**.

View a diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Highlight a report.
6. Press the **Menu** key.
7. Click **View Report**.

Submit a diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Highlight a report.
6. Press the **Menu** key.
7. Click **Email Report** or **PIN Report**.

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Delete a diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Highlight a report.
6. Press the **Menu** key.
7. Click **Delete** or **Delete All**.

Set a default recipient for diagnostic reports

If you set the default recipient, each time that you submit a diagnostic report, your BlackBerry® device sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set the default recipient.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Press the **Menu** key.
6. Click **Options**.
7. Type the contact information.
8. Press the **Menu** key.
9. Click **Save**.

I cannot run or submit a diagnostic report

Try performing the following actions:

- Try running the diagnostic report again. In the diagnostic report, press the **Menu** key. Click **Repeat All Steps**.
- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot submit a diagnostic report to an email address, try submitting the report to a PIN. Likewise, if you cannot submit a diagnostic report to a PIN, try submitting the report to an email address.

View the version number of the BlackBerry Device Software on your device

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **About**.

To return to the Options screen, press the **Escape** key three times.

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WLAN diagnostic reports

Depending on your BlackBerry® device model, this feature might not be supported.

About WLAN diagnostic reports

WLAN diagnostic reports provide WLAN configuration and connection information for your BlackBerry® device. If you cannot connect to a WLAN network or access services such as email messaging, your wireless service provider or administrator might ask you to submit a WLAN diagnostic report. Your wireless service provider or administrator can use the report to help you troubleshoot the problem.

Submit a WLAN diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **WLAN Connections**.
3. Press the **Menu** key.
4. Click **WLAN Tools**.
5. Click **WLAN Diagnostics**.
6. Press the **Menu** key.
7. Click **Email Report** or **PIN Report**.

Include advanced data in WLAN diagnostic reports

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **WLAN Connections**.
3. Press the **Menu** key.
4. Click **WLAN Tools**.
5. Click **WLAN Diagnostics**.
6. Press the **Menu** key.
7. Click **Options**.
8. Change the **Display Mode** field to **Advanced**.
9. Press the **Menu** key.
10. Click **Save**.

Set a default recipient for WLAN diagnostic reports

If you set a default recipient, each time that you submit a WLAN diagnostic report, your BlackBerry® device sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set a default recipient.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **WLAN Connections**.
3. Press the **Menu** key.

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4. Click **WLAN Tools**.
5. Click **WLAN Diagnostics**.
6. Press the **Menu** key.
7. Click **Options**.
8. Type the contact information.
9. Press the **Menu** key.
10. Click **Save**.

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Service books and diagnostic reports

Service books

About service books

Service books determine which services are available on your BlackBerry® device.

Your wireless service provider or administrator can send service books to your device over the wireless network. If your device is associated with an email account that uses a BlackBerry® Enterprise Server, you can also receive service books on your device by connecting your device to the BlackBerry® Desktop Manager.

Accept a service book

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Service Book**.
4. Highlight the new service book.
5. Press the **Menu** key.
6. Click **Accept**.

Delete a service book

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Service Book**.
4. Highlight a service book.
5. Press the **Menu** key.
6. Click **Delete**.

To restore a service book, press the **Menu** key. Click **Undelete**.

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Diagnostic reports

About diagnostic reports

Diagnostic reports provide wireless configuration and connection information for your BlackBerry® device. If you cannot connect to the wireless network or access services such as email messaging, your wireless service provider or administrator might ask you to run and submit a diagnostic report. Your wireless service provider or administrator can use the report to help you troubleshoot the problem.

Run a diagnostic report

If you cannot connect to the wireless network or access services such as email messaging, your wireless service provider or administrator might ask you to run and submit a diagnostic report. Your wireless service provider or administrator can use the report to help you troubleshoot the issue.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Press the **Menu** key.
6. Click **Run**.

View a diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Highlight a report.
6. Press the **Menu** key.
7. Click **View Report**.

Submit a diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Highlight a report.
6. Press the **Menu** key.
7. Click **Email Report** or **PIN Report**.

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Delete a diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Highlight a report.
6. Press the **Menu** key.
7. Click **Delete** or **Delete All**.

Set a default recipient for diagnostic reports

If you set the default recipient, each time that you submit a diagnostic report, your BlackBerry® device sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set the default recipient.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Mobile Network**.
3. Press the **Menu** key.
4. Click **Diagnostics Test**.
5. Press the **Menu** key.
6. Click **Options**.
7. Type the contact information.
8. Press the **Menu** key.
9. Click **Save**.

I cannot run or submit a diagnostic report

Try performing the following actions:

- Try running the diagnostic report again. In the diagnostic report, press the **Menu** key. Click **Repeat All Steps**.
- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot submit a diagnostic report to an email address, try submitting the report to a PIN. Likewise, if you cannot submit a diagnostic report to a PIN, try submitting the report to an email address.

View the version number of the BlackBerry Device Software on your device

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **About**.

To return to the Options screen, press the **Escape** key three times.

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Wi-Fi diagnostic reports

Depending on your BlackBerry® device model, this feature might not be supported.

About Wi-Fi diagnostic reports

Wi-Fi® diagnostic reports provide Wi-Fi configuration and connection information for your BlackBerry® device. If you cannot connect to a Wi-Fi network or access services such as email messaging, your wireless service provider or administrator might ask you to submit a Wi-Fi diagnostic report. Your wireless service provider or administrator can use the report to help you troubleshoot the problem.

Submit a Wi-Fi diagnostic report

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Wi-Fi Connections**.
3. Press the **Menu** key.
4. Click **Wi-Fi Tools**.
5. Click **Wi-Fi Diagnostics**.
6. Press the **Menu** key.
7. Click **Email Report** or **PIN Report**.

Include advanced data in Wi-Fi diagnostic reports

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Wi-Fi Connections**.
3. Press the **Menu** key.
4. Click **Wi-Fi Tools**.
5. Click **Wi-Fi Diagnostics**.
6. Press the **Menu** key.
7. Click **Options**.
8. Change the **Display Mode** field to **Advanced**.
9. Press the **Menu** key.
10. Click **Save**.

Set a default recipient for Wi-Fi diagnostic reports

If you set a default recipient, each time that you submit a Wi-Fi® diagnostic report, your BlackBerry® device sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set a default recipient.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Wi-Fi Connections**.
3. Press the **Menu** key.

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4. Click **Wi-Fi Tools**.
5. Click **Wi-Fi Diagnostics**.
6. Press the **Menu** key.
7. Click **Options**.
8. Type the contact information.
9. Press the **Menu** key.
10. Click **Save**.

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BrickBreaker

About BrickBreaker

The object of BrickBreaker is to destroy bricks using a paddle and a ball. During the game, capsules fall from the bricks that you destroy. The capsules provide you with different mechanisms for destroying bricks or controlling the ball or paddle.

If the ball hits the paddle, a brick, or the top of the game board 50 times on any level, the bricks descend one space each time that you hit the ball with the paddle.

BrickBreaker capsules

Long:
This capsule makes the paddle longer.

Slow:
This capsule slows down the ball.

Gun:
This capsule enables you to shoot three bullets at the bricks; a bullet can destroy unbreakable bricks.

Laser:
This capsule enables you to shoot unlimited laser beams at the bricks.

Multi:
This capsule puts four balls in play.

Catch:
This capsule enables you to catch and hold the ball.

Flip:
This capsule changes the direction of the paddle.

Wrap:
This capsule enables you to move the paddle beyond the edge of the screen.

Bomb:
This capsule destroys the next brick that you hit and damages nearby bricks.

Life:
This capsule gives you an additional life.

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BrickBreaker scoring

Catching a capsule:
50 points

Shooting a brick with the gun:
50 points

Hitting a brick with the ball:
10 points

Shooting a brick with the laser:
10 points

Damaging a brick with a bomb:
5 points

Play BrickBreaker

- To move the paddle, slide your finger left or right on the trackpad.
- To release the ball in catch mode, press the **Space** key.
- To shoot the laser or gun, press the **Space** key.

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the **Mute** key on the top of your device. To turn off mute, press the **Mute** key again.

Related topics
Amplify the volume using the audio boost feature, 153
Improve sound quality for songs, 153

Set the paddle speed

1. On the Home screen or in the **Games** folder, click the **BrickBreaker** icon.
2. Press the **Menu** key.

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3. Click **Options**.
4. Perform any of the following actions:
   - To set the paddle speed, set the **Paddle movement speed** field.
   - To accelerate the paddle as you slide your finger on the trackpad, select the **acceleration** check box.
5. Press the **Menu** key.
6. Click **Save**.

Submit a score to the BrickBreaker high score web site

1. On the Home screen or in the **Games** folder, click the **BrickBreaker** icon.
2. Press the **Menu** key.
3. Click **Send High Score**.

Check the high scores on the BrickBreaker web site

1. On the Home screen or in the **Games** folder, click the **BrickBreaker** icon.
2. Press the **Menu** key.
3. Click **High Scores**.

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Word Mole game

Word Mole game basics

About the Word Mole game

The object of the Word Mole® game is to form words using the letters in the garden. If you form a word using letters that are directly above, below, or beside each other in the garden, you receive new letters which you can use to form new words. Otherwise, holes appear in the garden, making it harder to form new words. You can replace a hole with a new letter by forming a word that uses a letter that is beside the hole.

In a single-player game, you complete a level by submitting enough words to reach the required point goal before the time expires. In a practice game, you have unlimited time to play a game. In a multiplayer game, you compete against other players to win awards for achievements such as submitting the longest word, or receiving the least number of holes.

Form a word

1. Click each letter in the word.
2. Perform any of the following actions:
   - To submit a word, press the **Enter** key.
   - To deselect a letter, click the letter again.
   - To deselect all the letters, press the **Escape** key.

Word Mole game scoring

Word length:
Form longer words to gain more points and vegetable bonus letters.

Letter usage:
Use less common letters to gain more points.

Speed:
Complete the level as quickly as possible to gain more points.

Water bonus letters:
Use water bonus letters in a word to fill the watering can.

Watering can:
Fill the watering can to grow vegetable bonus letters.

Vegetable bonus letters:

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Use vegetable bonus letters in a word to gain bonus points. To gain even more bonus points, use multiple vegetable bonus letters in a single word.

Star bonus letters:
Use star bonus letters in a word to gain bonus points.

Time bonus letters:
Use time bonus letters in a word to gain bonus time.

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry® device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the **Mute** key on the top of your device. To turn off mute, press the **Mute** key again.

Related topics
Amplify the volume using the audio boost feature, 153
Improve sound quality for songs, 153

Single-player games

Turn on tutorial mode

1. During a game, press the **Menu** key.
2. Click **Game Options**.
3. Click **General**.
4. Select the check box beside **Show Tutorial Tips**.
5. Click **OK**.

Save a game

You can save up to four games at one time.

1. During a game, press the **Menu** key.
2. Click **Save Game**.
3. If necessary, click a game to overwrite.
4. Type a name for the game.
5. Click **OK**.

Resume a game

1. On the Home screen, in the **Games** folder, click the **Word Mole** icon.
2. Click **Play**.

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3. Click **Resume Game**.
4. Click a game.

Submit a score to the Leaderboard on the Word Mole game web site

At the end of a single-player game, you might be prompted to submit your score.

If you do not submit your score when prompted, you can submit your score at a later time.

1. On the High scores screen, in the **Username** field, type a user name.
2. In the **Password** field, type a password.
3. Click **Submit**.

Check the Leaderboard on the Word Mole game web site

1. On the Home screen, in the **Games** folder, click the **Word Mole** icon.
2. Click **Options**.
3. Click **High Scores**.
4. Click **Leaderboard**.

Multiplayer games

Invite a player

1. On the Home screen, in the **Games** folder, click the **Word Mole** icon.
2. Click **New Game**.
3. Click **Multiplayer**.
4. Click **Invite**.
5. Click a contact.
6. Click **OK**.

When a player accepts an invitation, a green indicator appears beside their screen name. To start the game, click **Start Game**.

Accept an invitation

In the Word Mole® game invitation, click **Accept**.

To start the game, click **Ready**. Wait for the game to start.

Set multiplayer game options

To perform this task, you must be the game organizer.

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1. On the Multiplayer Game Setup screen, click **Options**.
2. Perform any of the following actions:
   - To set the length for a game, set the **Point Goal** field.
   - To set the season for a game, set the **Season** field.
   - To set bonuses for a game, set the **Bonuses** field.
3. Click **OK**.

Change your screen name

1. On the Multiplayer Game Setup screen, click your screen name.
2. Click **Change Screen Name**.
3. Type a new screen name.
4. Press the **Enter** key.

Chat with other players

1. On the Multiplayer Game Setup screen, in the **Chat** field, type a message.
2. Press the **Enter** key.

Check the stats for a player

1. On the Multiplayer Game Setup screen, click a player.
2. Click **Show Stats**.

Remove a player

To perform this task, you must be the game organizer.

1. On the Multiplayer Game Setup screen, click a player.
2. Click **Remove Player**.

Troubleshooting: Word Mole

I cannot connect to a multiplayer game

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you are the game organizer, try resending the invitation.
- If you are a game participant, try accepting the invitation again.
- If you are a game participant, verify that the game organizer did not exit the multiplayer game.

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Some words that I submit are not recognized

Some less common words might not be in the dictionary on your BlackBerry® device. Try submitting more commonly used words.

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Accessibility options

About accessibility options

BlackBerry® devices include many features that facilitate use by persons with disabilities. For more information about accessibility options, visit www.blackberry.com/accessibility.

Change the display font

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Screen/Keyboard**.
3. Change the font fields.
4. Press the **Menu** key.
5. Click **Save**.

Use reverse contrast for the screen display

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Accessibility**.
4. Change the **Color Contrast** field to **Reverse Contrast**.
5. Press the **Menu** key.
6. Click **Save**.

Use grayscale for the screen display

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Accessibility**.
4. Change the **Color Contrast** field to **Greyscale**.
5. Press the **Menu** key.
6. Click **Save**.

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Set the number of icons that appear on the Home screen

1. On the Home screen, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Accessibility**.
4. Change the **Grid Layout** field.
5. Press the **Menu** key.
6. Click **Save**.

Turn on event sounds

Event sounds alert you when you turn on or turn off your BlackBerry® device, when the battery power level is full or low, and when you connect or disconnect a USB cable or accessory to or from your device.

1. On the Home screen, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Accessibility**.
4. Change the **Event Sounds** field to **On**.
5. Press the **Menu** key.
6. Click **Save**.

Assign ring tones and alerts to a contact

You can receive different ring tones and alerts for incoming messages and calls from specific contacts or groups of contacts. When you receive a call or message from the contact, your device uses the assigned ring tone or alert, even if you switch your sound profile to Silent or Vibrate Only. If you do not want to be notified with the assigned ring tone or alert, you can set your sound profile to All Alerts Off.

1. On the Home screen, click the **Sounds** icon.
2. Click **Set Contact Alerts**.
3. Click **Add Contact Alert**.
4. Press the **Menu** key.
5. Click **Add Name**.
6. Click a contact.
7. To add additional contacts, repeat steps 3 to 5.
8. Click the application or item that you want to change.
9. Change the ring tone or alert information.
10. Press the **Menu** key.
11. Click **Save**.

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TTY support

Depending on your wireless service provider, this feature might not be supported.

About TTY support

When you turn on TTY support and you connect your BlackBerry® device to a TTY device that operates at 45.45 bits per second, you can make calls to and receive calls from TTY devices. Your BlackBerry device is designed to convert received calls to text that you can read on your TTY device.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your BlackBerry device. To get an adapter accessory that Research In Motion has approved for use with your BlackBerry device, visit www.shopblackberry.com.

Turn on TTY support

1. From the Home screen, press the **Send** key.
2. Press the **Menu** key.
3. Click **Options**.
4. Click **TTY**.
5. Change the **TTY Mode** field to **Yes**.
6. Press the **Menu** key.
7. Click **Save**.

A TTY indicator appears in the device status section of the screen.

To turn off TTY support, change the **TTY Mode** field to **No**.

Voice dialing

Make a call using a voice command

To perform this task with a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, the paired Bluetooth enabled device must support this feature and you must turn on Bluetooth technology.

You cannot make calls to emergency numbers using voice commands.

1. In the voice dialing application, wait for the sound.
2. Say "**Call**" and a contact name or phone number.

To end the call, press the **End** key.

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AutoText

Change an AutoText entry

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **AutoText**.
3. Click an AutoText entry.
4. Change the AutoText entry.
5. Press the **Menu** key.
6. Click **Save**.

Predictive input method

Type text using the predictive input method

When you are typing text, perform any of the following actions:

- To select the highlighted suggestion and start typing a new word, press the **Enter** key.
- To select the highlighted suggestion and continue typing the same word, click the word.
- To ignore the suggestions, keep typing.

Predict words as you type

You can set your BlackBerry® device to display a list of suggested words as you type.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Language and Text Input**.
3. Click **Show Text Input Options**.
4. Select the **Predictive Input** check box.
5. Press the **Menu** key.
6. Click **Save**.

To stop predicting words as you type, clear the **Predictive Input** check box.

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Glossary

ADN
An abbreviated dialing number (ADN) is a short telephone number, such as 911 or 112, that is used to reach public services.

APN
access point name

BCC
blind carbon copy

BlackBerry enabled device
A BlackBerry enabled device is a device with BlackBerry® Connect™ software, a device with BlackBerry® Built-In™ software, or a device that is running the BlackBerry® Application Suite. BlackBerry enabled devices provide users with access to BlackBerry device applications and BlackBerry services.

BlackBerry MDS
BlackBerry® Mobile Data System

CC
carbon copy

CDMA
Code Division Multiple Access

certificate
A certificate is a digital document that binds the identity and public key of a certificate subject. Each certificate has an corresponding private key that is stored separately. A certificate authority signs the certificate to indicate that it is authentic and can be trusted.

CMIME
Compressed Multipurpose Internet Mail Extensions

CRL
certificate revocation list

CRL server
A BlackBerry® device uses a CRL server to check the most recently published revocation status of a certificate. Certificate authorities publish certificate revocation lists on CRL servers.

DNS
Domain Name System

DSA
Digital Signature Algorithm

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DSML
Directory Service Markup Language

DSML certificate server
A BlackBerry® device uses a DSML certificate server to search for and download certificates.

EAP-FAST
Extensible Authentication Protocol Flexible Authentication via Secure Tunneling

EAP-SIM
Extensible Authentication Protocol Subscriber Identity Module

EAP-TLS
Extensible Authentication Protocol Transport Layer Security

EAP-TTLS
Extensible Authentication Protocol Tunneled Transport Layer Security

ECC
Elliptic Curve Cryptography

FDN
Fixed Dialing Number

FIPS
Federal Information Processing Standards

GPS
Global Positioning System

GSM
Global System for Mobile communications®

HTTP
Hypertext Transfer Protocol

IMSI
International Mobile Subscriber Identity

IP
Internet Protocol

LDAP
Lightweight Directory Access Protocol

LDAP certificate server

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A BlackBerry® device uses an LDAP certificate server to search for and download certificates and PGP® keys.

LED
light-emitting diode

mass storage mode
Mass storage mode enables users to transfer files between a media card and their computer when they connect their BlackBerry device to their computer.

MCC
mobile country code

MMS
Multimedia Messaging Service

MNC
mobile network code

MTP
Media Transfer Protocol

OCSP
Online Certificate Status Protocol

OCSP server
A BlackBerry® device uses an OCSP server to check the revocation status of a certificate on demand.

PEAP
Protected Extensible Authentication Protocol

personal certificate
A personal certificate is a certificate that a certificate authority assigns to a user.

personal PGP key
A personal PGP® key is made up of a PGP public key and PGP private key for a user.

PIN
personal identification number

private key
A private key is a key that only the certificate subject can use. Private key information is not distributed publically. BlackBerry® devices use private keys to sign email messages or PIN messages that users send and to decrypt email messages that users receive.

public key

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A public key is a key that people other than the certificate subject can use. BlackBerry® devices use public keys to encrypt email messages or PIN messages that users send to certificate subjects and to verify the signature on email messages or PIN messages that users receive from certificate subjects.

root certificate
A root certificate is a self-signed certificate and usually belongs to a certificate authority.

RTSP
Real Time Streaming Protocol

SAN
subject alternative name

SDN
A service dialing number (SDN) is a number that is preloaded on your SIM card by your wireless service provider that you can use to access information about your device service, such as the current call forwarding status.

SHA
Secure Hash Algorithm

SIM
Subscriber Identity Module

S/MIME
Secure Multipurpose Internet Mail Extensions

SMS
Short Message Service

SMSC
Short Message Service Center

SSID
service set identifier

SSL
Secure Sockets Layer

TCP
Transmission Control Protocol

TLS
Transport Layer Security

Triple DES
Triple Data Encryption Standard

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TTY
teletype

VPN
virtual private network

WAN
wide area network

WAP
Wireless Application Protocol

WEP
Wired Equivalent Privacy

WML
Wireless Markup Language

WPA
Wi-Fi Protected Access

WTLS
Wireless Transport Layer Security

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Iperf performance test

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PCRE is a library of functions to support regular expressions whose syntax and semantics are as close as possible to those of the Perl 5 language.

This is JavaScriptCore's variant of the PCRE library. While this library started out as a copy of PCRE, many of the features of PCRE have been removed.

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